

About Trestlewood

Trestlewood is focused on providing you with unique, high-quality, competitively-priced wood product options. We have found that we are the most successful in accomplishing this objective when we focus on our strengths and do not try to be all things to all people. This summary is intended to tell you who we are (and, perhaps just as importantly, who we are not) and how we do business.

- 1. We are a small, family-owned and managed business.** We are fiscally conservative and strive to use our finite resources to build a solid, responsive organization in a step-by-step, controlled manner. We do not believe in growth for the sake of growth. We generally do not sell on credit.
- 2. We are reclaimed wood (and other unique wood) “investors.”** Our portfolio consists of millions and millions of board feet of reclaimed, rescued, NatureAged, and other unique lumber and timbers which we believe will result in products of unmatched character for our customers. We are not afraid to purchase large batches of wood when the right opportunities present themselves and then be patient until the right customers and projects come along.
- 3. We are primarily wholesalers.** We focus our sales efforts (including our pricing and policies) on developing long-term relationships with manufacturing, construction, service, and distribution partners. Our focus on partners is largely driven by our recognition that partners can bring salespeople and expertise (see Item 4) to the table that we are not in a position to provide. Trestlewood does not endorse or certify specific partners; it is up to you to determine which Trestlewood partners are best suited to service your unique wood product needs.
- 4. We are NOT experts in the installation or use of Trestlewood products.** We are not (and do not try to be) architects, engineers, interior designers, builders, installers, or other construction industry professionals. We do not do take-offs. We strongly recommend that each project incorporating Trestlewood products enlist capable construction professionals who are fully aware of Trestlewood product characteristics so they can carefully consider the implications thereof for the specific location and application in which Trestlewood products are to be used.
- 5. We sell to our strengths.** We focus on (a) developing standard products which our sourcing and production activities allow us to replicate and (b) making available “special-run” products which take advantage of the unique characteristics of a specific batch of lumber, timbers, or poles. We often quote products that are not completely consistent with products described by any plans, specifications, lists, photos, or other information you may have provided. We quote products we are comfortable quoting and then let you decide if the quoted products will work for your project/application. We look for opportunities to extend our strengths to products which we believe will best meet the needs of our customers. Sometimes this requires us to broaden the scope of our product offerings beyond our initial focus on reclaimed wood. Examples include NatureAged, Harbor Fir, and WeatheredBlend products.
- 6. We are straight shooters.** We would rather lose a sale than plant the seeds of an unhappy customer. We emphasize that the same characteristics which make our products unique often have practical installation/use implications which should be carefully considered. We believe in telling you what we know (or at least think we know!) about the important physical characteristics of our products (through specification sheets, proposal terms, etc), while acknowledging that there is much that we do not know. Our focus is generally on the physical characteristics of our products, not on the implications of these characteristics. We are up-front about our policies and terms of sale. In a nutshell, we do our best to “tell it like it is” and then let you decide where and how to use our products.
- 7. We are passionate about building a highly efficient system for matching our wood with your needs.** Our system is designed to make it as easy as possible for you to find the right products for your projects, while safeguarding our production and sales resources and your time. It combines the strengths of a variety of tools (from yard/mill visits to our website and other technology tools) to reduce costly trial and error and maximize the chances of getting it right the first time.
- 8. We sell our products “as-is,” with no warranties express or implied, except for any limited protection provided by Trestlewood’s current *Product Liability and Return Policy*.** Simply put, our *Product Liability and Return Policy* is designed to (a) protect you from having to pay for wood that is substantially different than what you ordered and to (b) protect Trestlewood from any and all liability other than the replacement of out-of-specification product (or the refund of purchase price of the same.) It is ultimately your responsibility to determine which Trestlewood products are best suited for your applications and how these products should be used/installed.