

How to Buy

Trestlewood offers a wide array of reclaimed and other distinctive wood products, including our name brand flooring, timber and lumber product lines. We believe our customer's ultimate satisfaction is best achieved through a purchasing process that is both (1) straightforward and (2) as collaborative as possible. Following is a brief summary of how this process works.

1. Request a Quote

The first step in the buying process is to request a Quote from us. You may do this by either completing the online [Request for Quote](#) form, or by simply giving us a [call](#). Please provide as much detailed information as you can about your request up front. For example: Where is the project located? How soon will you need the material? Would you like us to quote shipping, or do you have other delivery arrangements in mind? Would the order be sales tax exempt? In other words, the more detailed the information we receive from you up front, the more detailed and accurate our response can be. Of course if you don't know all of these things in the beginning, don't worry – we'll figure them out together along the way.

2. Receive a Proposal

Once your request is received, our staff will search our inventory to find those materials that will best match your needs. During this process, you will often receive a call from one of our experienced sales representatives to confirm and clarify any unique requirements.

Your sales representative will summarize the products found on a Proposal and email or fax it to you. If the necessary information has been provided, the Proposal will also include estimates for shipping, sales tax and estimated production days. If there is multiple product or other options available to meet your project needs, your representative may summarize these options on separate Proposals so you can compare the various prices and options.

3. Fine-Tune the Details

Often, there will be a need to fine-tune some aspects of the Proposal, particularly if there are multiple options available. You will work one-on-one with your sales representative to perfect the details. Part of this process might involve us emailing links to various online photosets of particular interest to you. You may also find it beneficial to view other examples of product options, sources and applications using the trestlewood.com website and/or our [woodpics](#) search tools. Your sales representative can walk you through these online tools and help you find the specific items you are looking for.

Of course, you are also more than welcome to [call](#) and schedule a time to visit us and see some of our products in person (please do call ahead so we can ensure we have the right person there to show you around).

4. Confirm Shipping Arrangements

Another important detail to be fine-tuned is the shipping arrangements. Ideally, locations and initial shipping plans were already communicated to us early in the process. But now is the best time to confirm and/or further pin-down these details. We utilize standard commercial delivery options as well as common carriers. Alternatively, you may choose to arrange for your own shipping or to pick up the materials yourself. Shipping costs will generally be dictated first by the location the material is being shipped to and from, and then by the timing of when the materials are needed. Generally, the more flexible you can be in when to take delivery, the more and potentially less expensive shipping options become available.

5. Place an Order

In the end, a final Proposal will be generated and emailed or faxed to you for your signature. Once signed, the Proposal can then be faxed or emailed back to us. The Proposal officially becomes an Order (and, hence, worked into our production schedule) once we have received from you (1) a signed proposal, (2) a Purchase Order (if required by your company) and (3) the required deposit payment.

6. Make Payment

As noted, a deposit is required before an official Order can be generated. The deposit is generally at least 50% of the total proposal amount. This deposit can be paid via **check** or **wire transfer**. Any remaining balance due is then generally payable at the time the product is shipped.

We will try to notify you as your order is approaching completion so that you can make arrangements for final payment. You should notify us early in the process of any special requirements on your end (for example, if your bank needs 10 days notice to process a "draw") so that we can work together with you in making sure that payment issues do not hold up the delivery of your order.

7. Take Delivery

Once an Order has been placed, our production crew will assemble your materials and perform any required processing (sorting, drying, sawing, etc. as dictated by the Proposal terms). Once that processing is complete, and upon receipt of final payment, your products will be delivered to you or made available for you to pick up.

8. Send us Pictures!

We are always interested to see the cool things that people do with our products. Once your project is complete, we would love for you to send us some photos. Depending on the size and scope of the project, and with your permission, we may even have our in-house photographer come out and take some additional pictures for us.