

Trestlewood Mantels - Policies and Specifications (2/7/2019)

	Option #1 Purchase an Existing Mantel - Finished or Unfinished - WITHOUT Modification	Option #2 Purchase an Existing Mantel - Unfinished - WITH Modification
Pricing	Best Price / Value!	Additional charges apply
Estimated Production Time	7 days or less	21 days
Payment Terms	100% at order placement (so as not to delay shipment)	50% deposit, 50% prior to shipment
Cancellation Fee (prior to shipment)	25%	25% if prior to any modification being made; 100% after any modification is made
Finding the Right Mantel	Pick your own! Use our online Mantel Selection Tool to search and choose from our large stock of pre-selected finished and unfinished pieces.	Pick your own! Use our online Mantel Selection Tool to search and choose from our large stock of pre-selected unfinished pieces.
Modification Options (with additional charge)	N/A	Rough cut to length (will generally be done with a chainsaw and will not be exact - final finish cut in field) Cut to height / depth
Finishing Options	N/A	Trestlewood does not offer any mantel finishing services. Upon request, Trestlewood can likely provide the contact information of a provider of such services.
Dimensions	Dimensions listed are generally based on actual (as opposed to nominal) dimensions but are often approximate (rounded, average, etc) rather than exact. Dimensions can vary even within a given mantel, particularly with certain mantel types (such as hand-hewn, live-edge, etc)	Where Trestlewood is asked to cut an existing mantel to a specific dimension (height, depth and/or length) it will generally target the full requested height and/or depth and leave the length 1 to 2" long (for field cutting to final length.) Some dimensional variation can still exist.

Consistency of Faces and Ends	<p>Faces of the piece are what they are - see photos.</p> <p>Note that a high percentage of mantel ends are fresh cut, even in the case of weathered mantels.</p>	<p>Faces of the piece are what they are to start - see photos.</p> <p>By definition, having Trestlewood cut to specific dimensions (height, depth, and/or length) results in fresh cut faces and/or ends.</p>
Availability of Photos	<p>Photos typically already available online.</p>	<p>Photos of unmodified mantels typically already available online.</p> <p>Photos can be provided after modification if requested. Such photos are for informational purposes and do not give Buyer the right to reject the mantel.</p>
Digital/Online Photos	<p>Mantel photos on the Trestlewood website or otherwise transmitted to the Buyer may be taken in a variety of locations by a variety of individuals under a variety of circumstances (background, lighting, time of day, etc) The monitor or other device on which those photos are viewed will also impact how colors and other mantel characteristics display. Buyer should not assume that the coloring and other physical characteristics of a mantel will be exactly as they appear in digital / website photos.</p>	
How to Buy / Online Tools	<p>Shopping Cart: Purchase start-to-finish online.</p> <p>Quote List (RFQ): Request that Trestlewood put a quote together for a specific mantel(s). Trestlewood will email a proposal with links for signature and payment.</p>	<p>Quote List (RFQ): Request that Trestlewood put a quote together for a specific mantel(s) to be modified; generally done via the “Love it, but...” tool. Trestlewood will email a proposal with links for signature and payment.</p>
Fumigation	<p>Trestlewood mantels are not represented to be fumigated. Trestlewood will often fumigate mantels in bulk when it has fumigation charge openings. Not all Trestlewood mantels are fumigated. Those that are fumigated can have bugs/insects reintroduced to them between when they are fumigated and when they ship (some of them, especially unfinished mantels, are stored outside.) Buyer can have Trestlewood arrange for fumigation of its mantel(s) prior to shipment for an additional charge (this will often impact lead time as well.) Buyer can also elect to handle fumigation itself on the project site.</p>	
Online Information	<p>While significant effort is made to ensure the accuracy of online mantel prices, barcode numbers, availability, dimensions, and other product information, Trestlewood will not be held responsible for typographical, data, system, or other errors. Trestlewood reserves the right to correct any errors or omissions or cancel orders associated with such errors or omissions. If Trestlewood is unable to locate a mantel purchased by Buyer, Buyer can have Trestlewood refund its payment or apply it to the purchase of an alternate mantel.</p>	