



TERMS & CONDITIONS OF SALE

From All Of Us At Pioneer Millworks, Thank You For Your Order.

It's a pleasure for us to be able to run a business that supplies products from re-used and sustainable sources. We work hard to run our business in the most efficient way possible, so we can give you the highest quality at the fairest price. Please review this document carefully. Call us immediately if you have questions.

Price Quotes

Prices quoted are good for 30 days unless noted otherwise. Shipping charges on the quote are **estimated**, and may be adjusted (up or down) and billed on the final invoice.

Order Confirmation

Because every order is custom, both a signed order confirmation and a **non-refundable deposit** are required to initiate your order. Please review the order confirmation *carefully* to make sure the sizes, quantities, grades, and species are what you want. You are responsible for quantity estimates. A signed order confirmation constitutes acceptance of our terms and conditions of the sale and acceptance of the order as it is written including material specifications.

Change Orders & Deletions

A change order encompasses either additions or deletions to the original order. If additions are requested and the original schedule needs to be met, *a 20% premium will be charged*. This premium may be adjusted if additions are early in the milling schedule. A new deposit may be required if substantial additions are made. There will be a \$25.00 administration fee for all change orders (additions or deletions). Because of the custom nature of our work, deletions or cancellations can cause problems. If we have started preparing your order, *a 20% fee will be charged for material handling and rough sizing costs*. If we have started milling operations, the customer is liable for all costs incurred, including knife grinding charges or test runs. Any milled material will be charged at the quoted price.

Product Installation

Pioneer Millworks cannot and does not take any responsibility for installation issues or problems resulting from installation of any Pioneer Millworks products. This means that you accept full responsibility for such issues which can include lost labor, removal labor, reinstallation labor and/or materials for any reason including the following:

- Failure to properly inspect and reject material prior to installation.
- Failure to properly install various color and size mixes as recommended.
- Failure to follow National Wood Flooring Association (NWFA) installation and maintenance guidelines.
- Failure to use a licensed contractor.

Lead Time

Lead time estimates are provided on the quotation and order confirmation. These are based on our best information at the time of the order. **Lead time begins upon receipt of your deposit and signed order confirmation, and spans to the date of shipment from our shop.** Pioneer Millworks is not responsible for transit times issued by our shippers.



Shipping

Orders are shipped freight prepaid by Common Carrier or truckload Carrier. By doing this we are able to obtain discounted shipping rates and pass our discounts on to our customers. All prices are F.O.B. Farmington, NY 14425 unless otherwise noted. If the order must be transferred to another truck to deliver the shipment to the job site, or if the delivery is re-routed after the order leaves our shop, any additional charges will be billed to the customer after delivery. **Please note:** All shipments are "tailgate delivery", which means **you are responsible** for the off-loading of the material from the truck, including any necessary labor and/or equipment. If your order arrives damaged due to shipping, please note the damage on the freight bill *before* signing the bill of lading and contact us as soon as possible. Do not un-bundle your order. We will handle the claim and replace any damaged material as soon as possible.

Acclimation & Installation

We recommend installation and finishing by a qualified professional wood flooring contractor. Although our wood is kiln dried for maximum stability, **all flooring must be acclimated in the space where the floor will be installed prior to laying the floor.** The acclimation time varies in different geographic locations, however 1 – 2 weeks is recommended. The floor may be stacked on itself as indicated in the instructions (included in your order), or stickers can be supplied for \$5.00 per bundle. Flooring wider than 6" in nominal width should be face-nailed or equivalent to minimize movement after installation. For further information please consult the National Wood Flooring Association recommendations for Solid Wood Flooring installations. If your flooring is ordered as "random width," you will receive enough square footage to cover the quantity ordered, however the quantity of each width may not be consistent; this will create a non-repeating "random pattern."

Final Payment

Final payment (including shipping charges and sales tax, if applicable), is due upon completion of the order and prior to material leaving our yard. Clients are invited to inspect their order at our yard prior to shipment. If final payment is not received within 30 days of completion of the order, a 2% per month charge will be added to the order to cover storage and handling.

Grading

Pioneer Millworks has created various grades and descriptions to quantify as best we can the board stock and finished product you have ordered. These descriptions are very good, but not perfect guidelines due to the quirkiness and variability of our sources. For this reason, we request that our customers order extra to cover this variation. If you must replace a board that doesn't fit your specified grade, send it back (shipping prepaid) and we will happily ship you a replacement.

Guarantee

We guarantee your material to be as listed on the order confirmation, per our grade specifications. Before installation, inspect your order. If for any reason you are not satisfied with the material, please contact us as soon as possible and we will do our best to remedy the situation.

Material Storage

We reserve the right, 7 days after notification of your completed order to either ship the product to you, or tarp and store it outside our facility until you want it shipped. There is a storage fee for orders held at our facility. We apologize for any inconvenience, however, we do not have unlimited storage.