

## Complete Specifications, Terms & Conditions

As of 10/21/22

- Mn Timber & Millwork from Rajala Forestry. Our mission and our business is Natural Products from Natural Forests. We utilize every natural characteristic of every species. Every log we harvest and remove from ecologically managed forest lands is professionally sawn, kiln dried, milled, and finished in a manner that preserves every natural characteristic of the natural forest. We do not sell our "character" logs or lumber to lesser uses. We utilize the full character of each unique species. We sort the product of each species to proprietary grading standards that we have established. Do not enter into a contract with us unless you accept that you are buying natural products from natural forests, and you trust us to provide you with the overall character that you desire. Every board from every tree is unique and different. The grade standards which govern the natural characteristics you will receive are necessarily subjective. Every line item of every Contract/Order we write with you will have the best descriptions we are able to write that describe the natural characteristics you should expect for your chosen grade of your chosen species. If this does not thrill you, then please do not order.
  - \*\*\* As such, we do not accept responsibility or liability for any dissatisfaction with natural characteristics of our products which are produced, graded, and sorted with good and full intent to fulfill our written specifications.
  - \*\*\*\* If you are not excited about and accepting of buying professionally manufactured Natural Products with Natural Characteristics sorted with our best intent to meet your expectations, within the possibilities afforded by Natural Forests that are being restored to their Natural Ecological Condition, then please do not order.
- It is our intent that nearly every piece we ship to you is usable in its entirety, unless stated otherwise (such as mixed grade items that are intended to be cut up in the field.) We will only replace items that have not been milled to the specifications which are stated for the product we've quoted to you. We will not replace items due to natural characteristics of the species and grade as generally described in our Quotation or Order.
- Customer is responsible for determining quantities to order. We understand this can be difficult and requires work, but the customer and their team is best able to do this accurately. We recommend that you consult with your builder, designer, and/or architect. We will recommend what extra quantity of square footage, lineal footage, or pieces that you should order to account for installation yield, based on the item specifications and the experience of the installer. Take the time to measure carefully.
- We will not accept returns of unused, excess material. Everything we sell is made to your custom order. You should order plenty extra to insure you won't run short. You will avoid the unfortunate situation of needing to re-order a custom item that may delay your project by months. The extra material is valuable and you'll eventually use it or sell it, and you'll be glad that you have it.
- In no case will we ever accept responsibility for out of pocket costs borne by the customer or their contractors. If you have issues, contact us immediately before altering, finishing, or installing the products you've purchased from us. We will replace any material that was not manufactured generally to our stated specifications. We do not issue refunds. We will not reimburse any costs borne by you such as finishing (by you or others), installation, removal, shipping, delays, etc.
- For custom prefinish orders, we are happy to apply the clear and/or stain product that you specify to the wood that you specify. Actual color, texture, gloss, and appearance naturally vary based on wood being a natural product. No amount of photos or samples can guarantee an appearance result. Color, texture, gloss, and overall appearance will absolutely vary within individual pieces and from piece to piece. Once we apply the specified finish to the specified wood item, you are responsible for the finished product. If you are not comfortable with this, then we recommend that you purchase the wood unfinished, and hire an independent finisher (often at higher cost and inconvenience) to do the pre-finishing - not at our facility. The intent of our prefinish service is to provide you high quality, cost effective convenience. It is not the purpose of our Prefinish service to provide complicated custom pre-finish solutions. In that case you need to work with your custom painter/finisher.
- Quotations are valid for 10 days from date clearly stated on Quotation. After that date, Quotations are not valid.

- Our standard Terms for custom manufactured products (which is nearly everything we produce) is 100% Deposit in Advance. Larger orders for standard items may allow for customized terms with a balance due near the end of the transaction. The final balance will be due prior to final milling of the custom product. Any prefinishing must also be paid prior to custom finishing. Subsequent orders for different items at different times do not constitute a single order, and therefore will each be subject to its own deposit. It is to your advantage to plan significant phases of your project under single combined orders.
- Estimated Completion Date is determined on the date on which Deposit is received. Your deposit secures raw material for the order, locks in pricing, and secures the next available production slot for that item. Market prices, material availability and production schedules change daily. We will acknowledge receipt of your deposit and Confirm your order based on the exact date we receive your Deposit, and at that time we'll provide an Estimated Completion Date.
- We strongly recommend using our Electronic Payment System to make payments from your checking account. It is secure. We will credit your account immediately upon submitting electronic payment from a checking account. If you pay by check, realize that we cannot acknowledge receipt of payment, Confirm your Order, secure raw material, lock in pricing, or commit to an estimated completion date, until we've physically deposited the check and our bank has confirmed the funds are good and available for use. This can take days or weeks. We do not accept Credit Cards.
- Delivery costs are not included in this Quotation/Confirmation, unless specifically stated. Delivery costs can not be guaranteed until date of delivery. Delivery does not include hand unloading or extended time spent on site. Those additional charges must be paid to the driver prior to unloading based on the driver's estimate of actual time and labor spent on site.