

# RESOURCE NAVIGATION CLICK ANY TO GET STARTED!

RED TOPICS = MOST IMPORTANT!!!

## 1 SHIPPING & UNLOADING

+ STORAGE & HANDLING

## 2 INSTALLATION INSTRUCTIONS

## 3 AIRFLOW, WARPING & CUPPING

## 4 PAYMENTS

## 5 A BETTER DECKING FRAME

## 6 1X6 OR 5/4X6?

## 7 PURCHASE & RETURN POLICY

## 8 WHY CHOOSE BWDEPOT?

**SHIPPING & UNLOADING**  
**CUSTOMERS ARE ALWAYS**  
**RESPONSIBLE FOR UNLOAD!**

What Method of Shipping is  
indicated on your Quote?

**LTL**

**HOTSHOT**

**LOCAL**

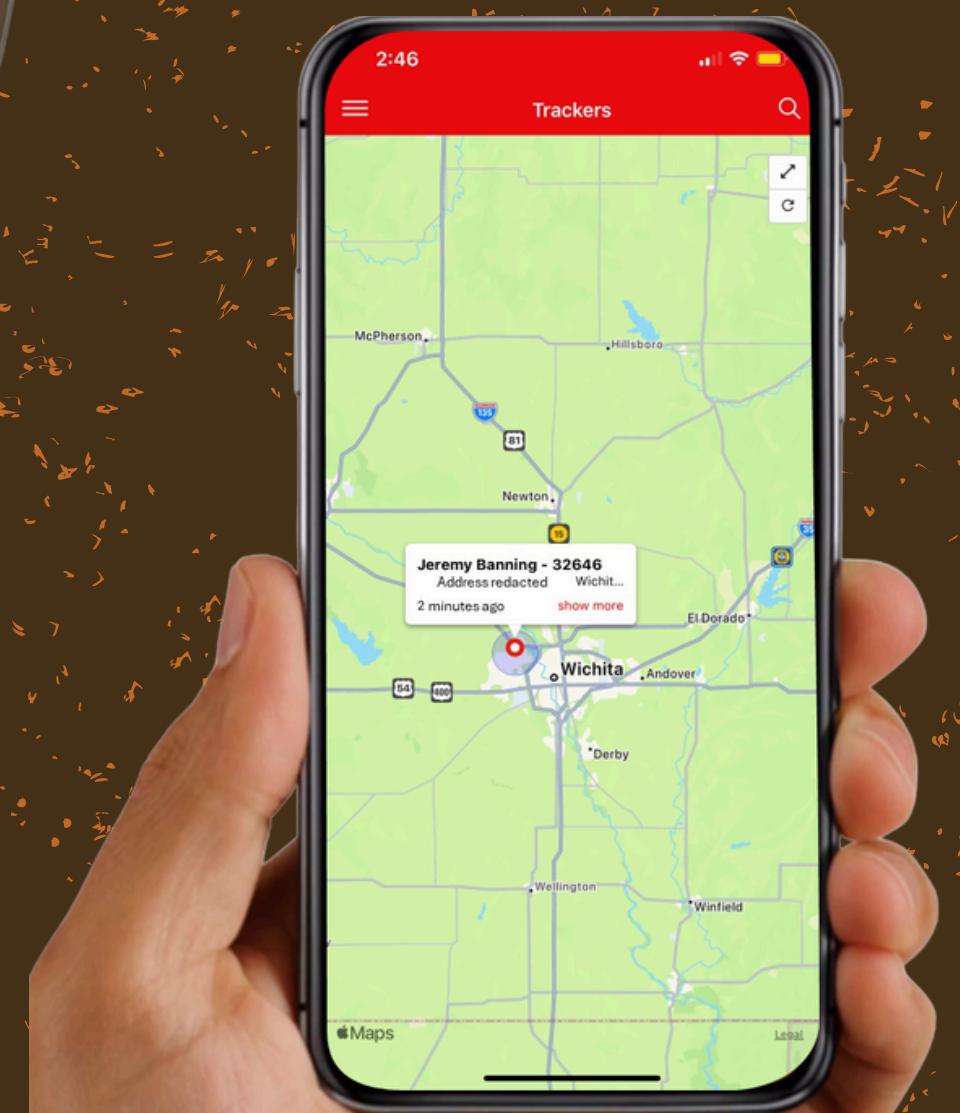
# LTL SHIPPING

OUR SHIPPING IS THE BEST IN THE INDUSTRY—HERE'S WHY:



FULL  
CRATING ON  
EVERY LTL ORDER

LIVE GPS  
TRACKING



DAMAGE FREE  
GUARANTEE

MORE ON LTL  
SHIPPING.



## HOW LONG WILL IT TAKE? HERE'S A ROUGH TIME LINE.

9-12 BUSINESS  
DAYS

9-11 BUSINESS  
DAYS

5-7 BUSINESS  
DAYS

## END OF LTL SHIPPING.

WANT TO EXPEDITE IT?  
CLICK HERE.

  
HOTSHOT ZONE

TAKE ME BACK TO THE MENU. 

NEED AN EXACT PLAY-BY-PLAY OF  
THE LTL PROCESS? OR A VIDEO OF  
HOW WE BUILD A CRATE? [CLICK HERE](#)



REDIRECT

# HOTSHOT SHIPPING

[CLICK HERE FOR A DETAILED EXPLANATION OF HOTSHOTS](#)



Need it fast or hauling over 4,000 lbs? Hotshots beat standard LTL with quicker, direct delivery. We'll recommend it when it saves time or money. Notice- no forklift.

## Benefits over LTL:

- Faster (Anywhere in the country: 1-5 business days)
- No Transloading
- Precise Delivery Window
- Often Repeat Drivers

## Drawbacks:

- Typically more expensive, but can be negligible or not at all



**END OF HOTSHOT SECTION.**

**HOW LONG DO HOTSHOTS TAKE?**



# HOTSHOTS

4-7 BUSINESS  
DAYS

3-6 DAYS

2-4 DAYS



1-3 DAYS

HOW LONG WILL IT TAKE?  
HERE'S A TYPICAL TIME LINE.

TAKE ME BACK TO THE MENU. 

# LOCAL DELIVERIES

IN CASE YOU MISSED IT  
BEFORE.

**"CUSTOMERS ARE ALWAYS  
RESPONSIBLE FOR UNLOAD"**



We will coordinate with you on the Day and Time of delivery so you are ready. Unloading typically takes 20-40 minutes, depending on the size of the order.

**WHY???**

The bundles of lumber we send are long and very heavy. They are more likely to be damaged when moved with portable forklifts. In addition, forklifts can damage driveways and we need you (someone) to be there to count and confirm quantities and admire the quality.

**MORE DETAILS  
ON NEXT PAGE.**



# LOCAL DELIVERIES

## HERE'S JUST ABOUT EVERYTHING YOU NEED TO KNOW:

- **Deliveries use 20'–24' box trucks**; limited maneuverability—ensure site access.
- Hotshots work best with your own unloading equipment. **If that's you—let us know.**
- **Customers must unload.** Drivers can't assist and won't have equipment.
- Drivers wait up to 1 hour. **Most unloads take under 30 minutes with 2–3 people.**
- A customer rep must be on-site to unload and confirm order accuracy.
- If no one is present, materials return to BWD and a re-delivery fee applies.
- **Drivers do not return to BWD.**  
Returns/exchanges are the customer's responsibility unless pre-arranged.



THAT'S IT FOR

LOCAL DELIVERIES

LET'S FIND THE  
NEXT TOPIC



# STORAGE & HANDLING

You've just received your hardwood from BWDepot – congratulations!

If you're not installing it right away, you're probably wondering how to store it properly in the meantime. Don't worry – we've got you covered.

Follow these simple tips to protect your investment and keep your boards in perfect condition until installation day.

## 01 ELEVATE THE BOARDS

Don't put them directly on the ground, even on clean concrete. Use blocks or spacers to promote air-flow

## 02 KEEP THEM OUT OF THE ELEMENTS

The boards will be happily exposed to sun and rain, once installed. Until then, it's best to keep them protected from the elements.

## 03 MAXIMIZE AIR-FLOW

Air-flow between the boards helps them to acclimate, but it can also dry them off if they were rained on during unloading. If tarping, leave the tarp loose enough so air can still freely move around the bundle(s).

## 04 CLEAN TARPS ONLY!

Old, dirty tarps carry elements that, when rained on, can stain the wood. Use clean tarps to avoid this annoyance.

## 05 GARAGE, SHED, OUTSIDE

All of the above areas are acceptable storage locations. avoid temp/humidity controlled environments unless that's where they will be installed.

LET'S FIND THE  
NEXT TOPIC



# INSTALLATION INSTRUCTIONS



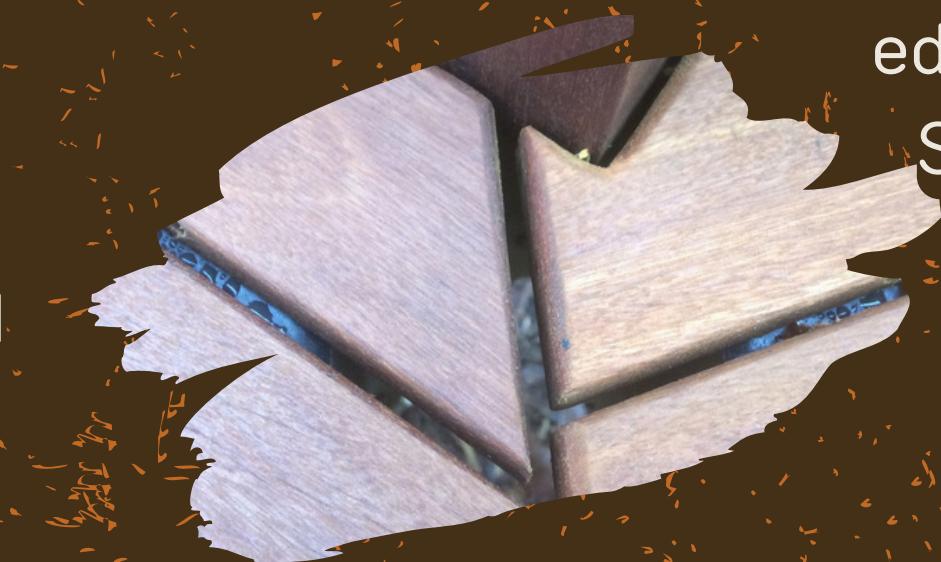
Always seal the ends of the boards, after cutting them. It Prevents ends from checking



Heavy, Thick, or Flat Blocking suffocates the boards from below and causes Cupping



Avoid Stains-  
Use Only  
Stainless Steel  
on Wood  
Surface



Blocking that maximizes air-flow optimizes performance and prevents Cupping



Whether you've been building decks for 40 years or you've never worked with Ipe before, **we've got tips** you probably haven't heard. **Here are a few to whet your appetite-**

Round-over edges with a Sander or Router

NOT DONE YET.  
KEEP GOING.



# INSTALLATION INSTRUCTIONS

That was just an appetizer—**now for the main course!** Our installation guides are **so good, we made them twice**—once in English, and **again in Spanish**.

GO TO OUR FULL LIST OF COMPREHENSIVE INSTALLATION GUIDES. EACH ONE INCLUDES STEP-BY-STEP INSTRUCTIONS, VIDEO DEMONSTRATIONS, CONSTRUCTION DETAILS AND MORE. (EN & SP)

**SURFACE SCREWS,**  
**DECK CLIPS, CAMO FASTENING,**  
**DECKMASTER, TONGUE AND**  
**GROOVE, RAINSCREEN SIDING,**  
**CLEANING AND OILING AND MORE!**



THAT'S EVERYTHING YOU'LL NEED! I RECOMMEND THE AIRFLOW SECTION NEXT.

BACK TO THE MENU 

# AIRFLOW, WARPING

## & CUPPING

Cupping is a type of Warping and it does not occur for mysterious or unknown reasons. **We KNOW** what causes it.

It happens when the **top** of a board dries out in direct sunlight while the **underside stays exposed to high humidity**.

## TOP 3 CAUSES OF CUPPING:

TOO CLOSE TO  
THE GROUND: AIR  
CAN'T FLOW

1

DRAINAGE  
SYSTEM UNDER  
THE DECK

2

THICK/FLAT  
BLOCKING

3

GO FOR  
A DEEPER  
DIVE ON  
THIS TOPIC



OR GO BACK HOME 

# PAYMENTS

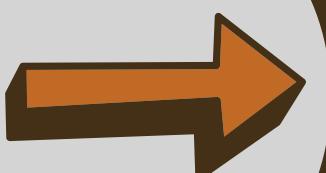
BWDEPOT TAKES ALL MAJOR FORMS OF PAYMENT AT  
[WWW.BWDEPOT.COM/PAYMENTS](http://WWW.BWDEPOT.COM/PAYMENTS).

**Having trouble with the payment portal?**  
Just give us a call — we're happy to help!



**Heads up:** Our wood sells fast, so check with your sales rep to see if the product you want is still available. **Prices can also change without notice.** We don't like it either — promise!

THIS WAS AN EASY ONE.  
BACK TO NAVIGATION.



PREMIUM  
FRAMING

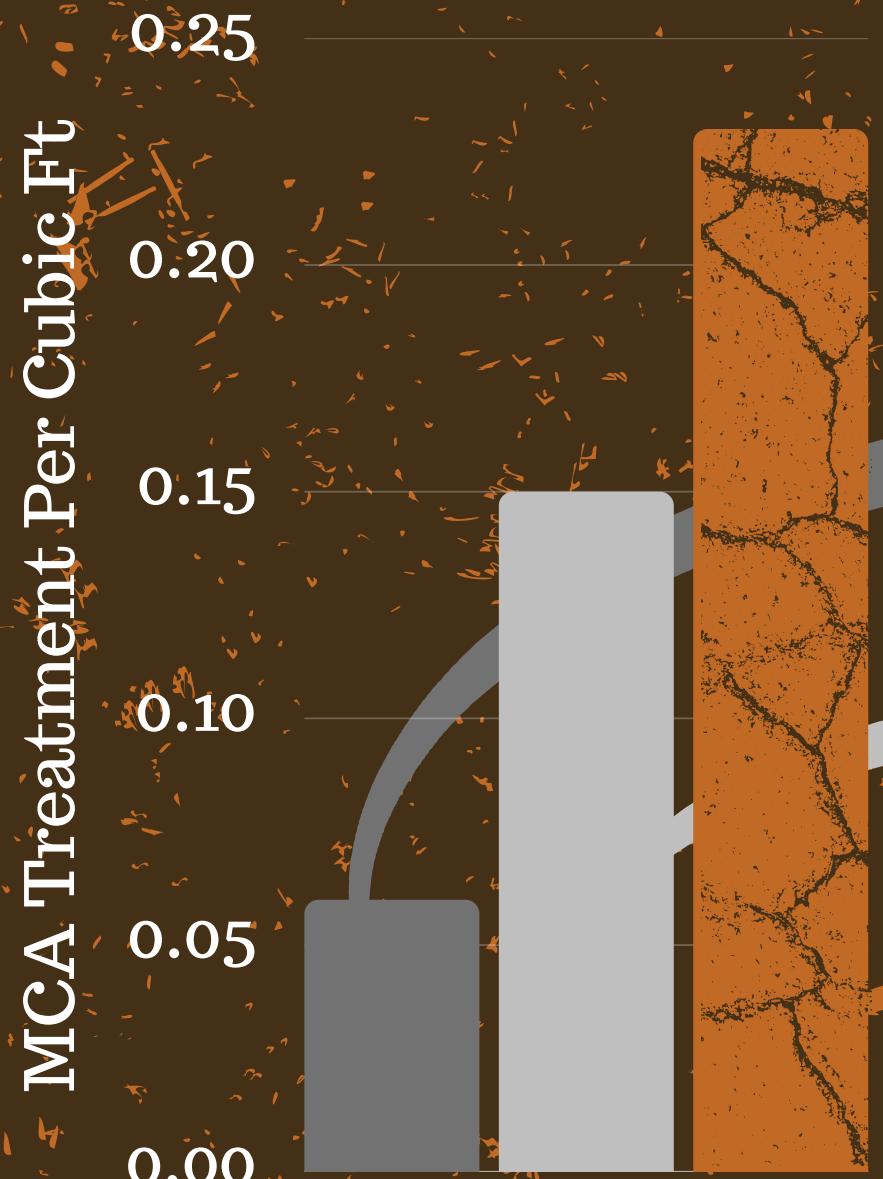
YOU SPOKE. WE LISTENED.



HERITAGE  
DECK FRAMING

YOU WANTED FRAMING THAT LASTS AS LONG AS PREMIUM DECKING.  
WE BUILT HERITAGE DECK FRAMING. ANYTHING ELSE JUST DOESN'T MAKE SENSE.

**50% MORE PRESERVATIVE (MCA)**  
FOR A MORE RESILIENT, LONGER LIFESPAN



Premium Decking: Hardwood, Composite, PVC:  
Lifespan 20-50 Years

"Above Ground" Pressure Treated Pine:  
typically, Decking & Railing Accessories  
Often Shows Signs of Rot in 5-7 Years

"Ground Contact" Pressure Treated Pine:  
typically, Joists/Beams, Ledger Boards, Stringers  
Usually shows signs of rot in 12-15 Years

Heritage "Heavy Duty" Pressure Treated  
Pine: For Joists, Ledger Boards, Posts, and  
Stringers Built to Resist rot for 30+ Years-  
even in extreme exposures!



A LITTLE MORE

PREMIUM  
FRAMING

YOU DIDN'T COMPROMISE ON YOUR DECKING.

DON'T COMPROMISE ON YOUR FRAMING.



HERITAGE  
DECK FRAMING

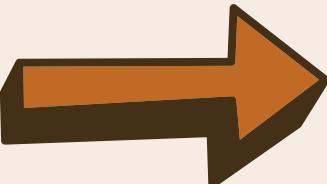


**#1 GRADE: STRONGER, STRAIGHTER  
THAN WHAT YOU'LL FIND IN BOX STORES OR OTHER LUMBER YARDS**

Learn More about Heritage Deck Framing

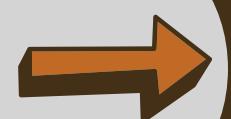
- Pricing
- Technical & Performance Specifications
- Contact Form for a Quote
- Videos & More!
- [bwdepot.com/welcome-to-heritage](http://bwdepot.com/welcome-to-heritage)

TECHNICAL SPECS,  
TESTIMONIALS,  
REFERENCES  
AND MORE!



**SPEND 30-40% MORE  
FOR A FOUNDATION YOU'LL NEVER HAVE TO SECOND GUESS**

YOU GET THE IDEA.  
BACK TO THE MENU.



# DECKING

## THICKNESS

### Hardwood Decking Spans & Live Loads

| Nominal Size | 1x4 | 1x6 | 5/4x4 | 5/4x6 | 2x4 | 2x6 |
|--------------|-----|-----|-------|-------|-----|-----|
| 100 lbs/sf   | 24" | 24" | 32"   | 32"   | 36" | 48" |

COMPARED TO COMPOSITE DECKING AT 16" SPAN FOR 100 PSF LIVE LOAD

### What This Means for You

- **1x6 is rated for 24" spans** - it's more than enough for standard 16" joist spacing.
- **5/4x6 adds cost, weight, and installation hassle** — with no added benefit at 16".
- Composite decking needs tighter 16" spacing but still can't match hardwood.
- Only step up to 5/4x6 or 2x boards if joist spans exceed 24".
- **We've supplied 1x6 to professionals for 20+ years, contributing to 10,000+ successful decks** — no complaints, no compromises.
- **So: 1x6 Hardwood Decking is proven, efficient, and smart.**

Smarter build. Better value. Use 1x6.

THAT SHOULD DO IT  
BACK TO NAV MENU 

# PURCHASE POLICY

## QUICK AND PLAIN-LANGUAGE OVERVIEW

Please review the full policy at [BWDepot.com/purchase-policy](http://BWDepot.com/purchase-policy) before purchase.

**Inspect at Delivery:** Quantities, grade, and moisture must be confirmed before installation. Claims made after installation won't be honored.

**Returns:** Must be within 30 days, in saleable condition - **No returns on milled boards (Grooved/T&G/Siding/etc...)** - **Subject to 25% restocking fee** -

**For out-of-state Customers:** Returns are typically impractical or cost-prohibitive due to freight logistics. Because of this, claims must be made prior to installation — and ideally, at the time of delivery.

**Natural Variation:** Wood is a natural product — color and grain variation is expected and part of its beauty. **No returns based on appearance.**

**No Warranty on Movement:** Hardwood can expand, shrink, cup, or check. These are not covered by warranty.

**Shipping Damage:** Partial damage does not justify full board replacement. We do not recommend full-length boards for shipped orders.

**Quote Accuracy:** BWD can help estimate from drawings, but **you are responsible for verifying final quantities** and invoices. We fulfill only what's approved and included on the finalized quote.

**Shipping Responsibility:** Know the process before ordering. [See our Shipping Guide.](#)

**Quotes & Availability:** Subject to prior sale and price change at any time.

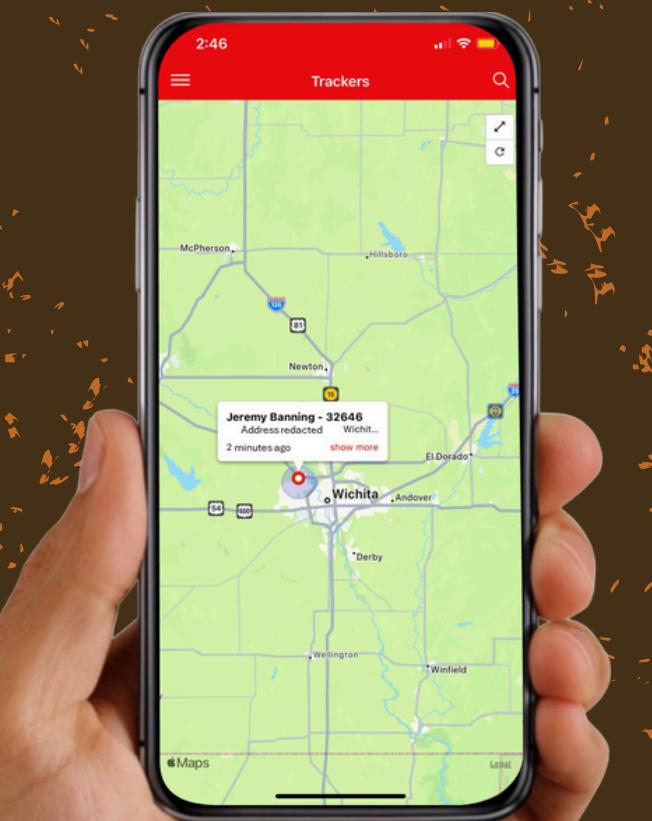
THAT WAS BORING  
BACK TO NAV MENU 

# WHY CHOOSE US?

IN CASE YOU MISSED IT EARLIER,



FULL  
CRATING ON  
EVERY LTL ORDER



LIVE GPS  
TRACKING



shipping



DAMAGE FREE  
GUARANTEE

I'VE GOT MORE TO  
HUMBLE-BRAG ABOUT



UNMATCHED  
SPEED

# WHY CHOOSE US?

WE CAN SHOW YOU EXACTLY WHAT YOUR GETTING-BEFORE IT SHIPS

No supplier is immune to bad batches — but your project shouldn't pay the price. That's why we inspect every board that leaves our facility.

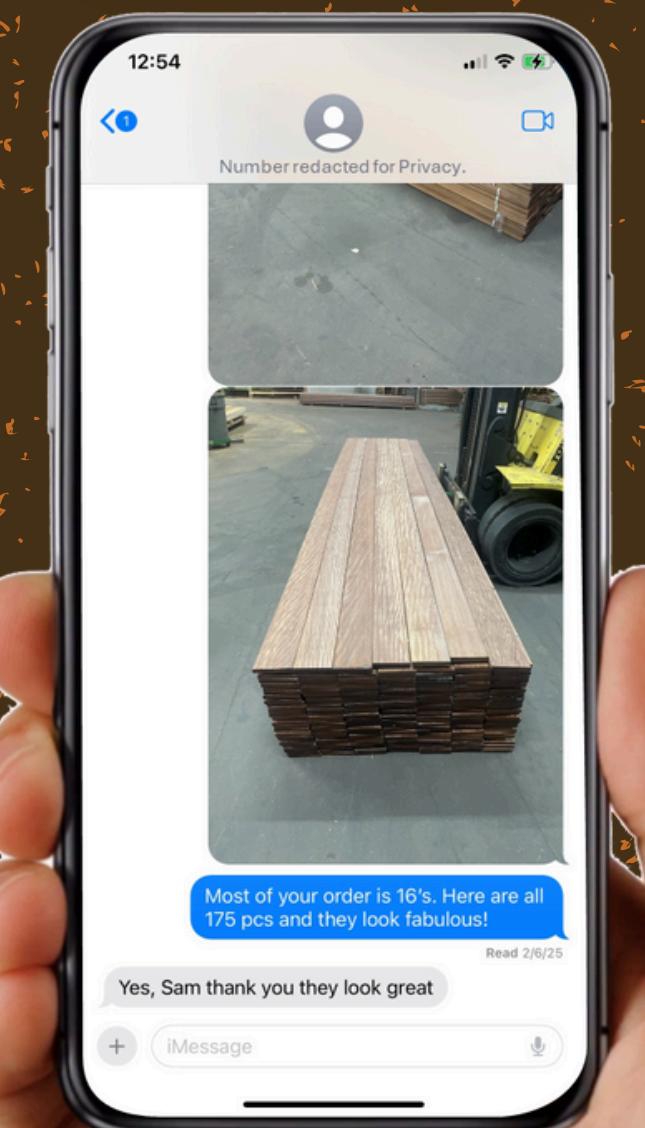
And while we can't photo every board in every order, we're the only supplier that sends you photos before shipping- upon request.

Don't like what you see? Cancel for a full refund — no questions asked.

(Fun fact: no one ever has.)

NOT DONE WITH YOU YET! 

obnoxious transparency



# WHY CHOOSE US?

partner-  
not vendor

## OUR HANDS-ON, PROJECT-FOCUSED APPROACH

At BWDepot, **we don't just sell lumber**- we help you build with confidence.

When possible, we take time to understand your project: climate, installation conditions, aesthetic goals, and yes, budget too! Then we guide you to the right systems, species, and fasteners for optimized performance- **not just what's “in stock” or “on sale.”**

**That's why contractors, architects, and homeowners see us as partners**, not just vendors. **Our advice is based on real-world experience**- not guesswork- and it's always just a call or click away.

See what customers are saying on Google.

HALFWAY THROUGH



# WHY CHOOSE US?

## WE HAVE THE RESOURCES YOU LOVE

### SAM'S HARDWOOD DECKING WIZARD

Get tailored hardwood species, product-type, and fastener recommendations—based on your exact installation conditions—in just minutes. No phone calls, no guesswork, just professional results.

### COMPREHENSIVE INSTALLATION GUIDES

The most complete guides in the industry—period. Each one is packed with clear instructions, tips, and best practices for every product type and fastening method. Review the full guide to set your project up for success.



### IPECERTIFIED

A free, interactive course on exterior tropical hardwoods. Learn profiles, fastening, airflow, sustainability, and more. Pass the exam to earn your certificate and stand out in the field.



### YOUTUBE VIDEOS

Learn the smart way—fast. As the industry leader in exterior hardwoods, we've created a library of YouTube videos covering key topics to help you get the most out of your project.



**NEXT.**



multilingual  
multimedia

# WHY CHOOSE US?

## PREMIUM FASTENERS FOR PREMIUM PRODUCTS

Our proprietary Decking & Siding Clips outperform many big-name brands — but **we only offer them to our lumber customers.**

We don't push clips. **The most secure method is still surface-mounted screws.**

That said, clip systems are popular and reliable — **with the right guidance.**

**Got a butt-joint?** Most clips struggle. **Ours is the only double-wide clip designed to grip it tight and hold it strong.**

We've tested everything and only offer what we trust.

Need the real scoop on fasteners? **[Watch the video →]**

bwdepot-only  
fasteners



LAST ONE 

# WHY CHOOSE US?

DECKING - FRAMING - FASTENERS



HERITAGE  
FRAMING SYSTEMS

one-stop-shop

It's hard to match the longevity of Premium Decking.

**Standard “Ground Contact” just doesn’t cut it – and you’ve told us that, loud and clear.**

**Heritage Deck Framing delivers.**

**With 50% more MCA preservative than typical options, it's what the industry calls “Heavy Duty.”**

**You trusted us with your Premium Decking.**

**Now trust us – your frame needs to be premium too.**

**I'VE GOT MORE REASONS BUT, I'LL LEAVE IT AT THAT! BACK TO START**



# DID WE MISS SOMETHING?

## CONTACT US

Call us **770-242-0045**

Text us **678-678-7875**

Email us **info@bwdepot.com**

