



6770 Buford Hwy NE | 770) 242-0045  
Atlanta, GA 30340 | info@bwdepot.com  
www.BWDepot.com

# Purchase Policy and Installation Tips

**Notice:** Product quantities, quality of manufacture/grade and moisture content, must be verified at time of delivery. Product claims must be made BEFORE installation. Wood lumber is a product of nature. Therefore, variations in grain pattern and coloring are to be expected. This is the beauty of using a natural untreated product. We do not allow returns or “picking” through crates in an attempt to obtain boards that all look the same. Returns must be made within 30 days and must be in saleable condition. Returns will be assessed a 15% restocking fee. No returns will be accepted, on milled boards. Please see important installation instructions at BWDepot.com BEFORE your installation. Hardwood lumber expands and contracts with changes in the moisture content. There is no expressed warranty against cupping, shrinking, swelling, surface checking or end checking.

## Important Installation Tips

Find Detailed Installation and Storage/Handling Instructions at [www.bwdepot.com/resources/documents/](http://www.bwdepot.com/resources/documents/)

**Adequate Airflow and Ventilation**, below the deck, is important to the performance of wood decking. The deck should maintain a similar air moisture content below the deck as above the deck. This may require implementing certain drainage methods such as, pitching the soil underneath, plastic barriers, drainage substrate, etc.. In addition, the perimeter under the deck should not be enclosed. Failing to maintain adequate airflow and below-drainage can lead to poor performance, cupping, or warping.

**To prevent cupping** when affixing boards to a flat surface, kerf the bottoms of decking boards lengthways before installation – 3 grooves half the thickness of the board deep equidistance apart. These grooves can also be applied to boards when there is limited ventilation or moisture buildup below the deck.

**Deck Tiles** are an ideal solution for coverages that cannot accommodate adequate airflow. This includes, but is not limited to, decking around in-ground pools, roof-top decks, and decks where the joist system will be very close to the ground. ([www.bwdepot.com/ipe-deck-tiles/](http://www.bwdepot.com/ipe-deck-tiles/))

**1x6 (5.5" x .75")** is the standard size for hardwood decking because these woods are so strong that the thicker, more expensive, 5/4x6 boards aren't typically necessary. We do stock 5/4x6 material for situations that might require the additional thickness.

**When installing decking with any clip system or Camo**, apply sub floor adhesive under the deck boards and on top of the joists during installation. This will fill any voids between a low joist and the deck board and prevent any board movement after acclimation.

**When installing T&G** you must allow 1/16TH INCH spacing between boards to allow for expansion. Apply sub floor adhesive under the deck boards and on top of the joists during installation. The boards DO NOT need to end on the joists. DO NOT install T&G boards on a subfloor. They should be fastened directly to the joist system.

**Decking boards are not perfectly straight.** The industry standard for variance in the straightness of Brazilian Hardwood decking is, 1/8" per ft. MOST decking boards have FAR less variance than that. This said, it is real wood and a product of nature, they are not manufactured in facility like composite and plastic decking. We do not sell deck boards that are unusable. You may need to utilize fulcrum leverage against the joists to straighten boards out, while installing.

**Using Decking boards on a vertical or horizontal face** like siding or fencing can amplify, the above mentioned, imperfections. Deck Boards are often utilized as siding/fencing/cladding, however you may not be able to create the necessary leverage to straighten them out, while installing. Alternatively, we mill siding that comes out perfectly straight, but costs more than decking and requires width loss, in milling. By utilizing decking boards in this way, the cost savings are usually considerable. The tradeoff is that some boards may be difficult to utilize. We are not responsible for replacing Deck Boards that are not usable as siding, cladding, fencing, or the like. This should be taken into consideration when planning the necessary 'waste factor' of the materials.

**Full length boards are not recommended because:**

They look more like man-made boards,

The seams help the decking look more like plank flooring and an extension of your home,

Brazilian Hardwoods are very resistant to rot at the joints

Easing the ends of the boards improves the appearance (see this article, [bwdepot.com/finishing-touch-hardwood-deck-designs/](http://bwdepot.com/finishing-touch-hardwood-deck-designs/))

Longer boards cost more, and most importantly, buying a variety of lengths is more environmentally responsible.

**We advise adding extra boards** because shipping only a few boards costs more than ordering a few extra. This also alleviates any additional shipping costs should a few of your full-length boards get damaged. Normally, you would simply cut out the damage and not need additional boards shipped. We will make good on any footage damaged, but we are not responsible for replacing the full-length boards when only a small portion of this board is the damaged portion.

**RainAway Decking:** Joist spacing must be 16" or less. Install using SS face screws OR screws and plugs installed 1.5" away from edges. Deckmaster can be used but you must drill more holes in the mounting brackets. Boards must be installed with a ¼" / foot slope slanting away from the house.

## **Shipping Brazilian Hardwood Products (non-local / out of state)**

**Importance of Crating** (<https://tinyurl.com/y5kx898u>)

Crating hardwood decking so that it will sufficiently protect the lumber during shipping is extremely important. These crates can weigh up to 4000 pounds and can be over 20 feet long. The stress applied to the crates and strapping while they are moved in and out of over-the-road trailers is significant. So, engineering and building these crates uniquely to fit each shipment is crucial to delivering boards that look as good when they arrive at their destination as when they left the warehouse.

Brazilian Wood Depot takes great care to design and build the best crate for the job. These crate designs are continually upgraded to ensure that the lumber is delivered to the customer in perfect condition. This is VERY IMPORTANT. Imagine the headaches caused by damaged crates and lumber. Having to return or file claims on damaged crate is an aggravating way to begin any construction project. DO NOT purchase lumber that is not crated, for LTL shipment!

**Coordinating the delivery-** The day your crate is loaded on the carrier, you will receive an email from us that has the 1-800 number for the carrier and your PRO number, which is a tracking number. You will call that number and reference your PRO number to coordinate the drop off. Usually, it is best to call them the day AFTER we send you the email with the carrier details, but you can call whenever you like. On the initial phone call, they can usually tell you what day to expect the drop-off. As that day approaches, you can usually call that number back for a more precise drop-off time or window. All coordination of the drop off will be between you and the carrier. Our involvement usually just complicates things, but if you need our help, do not hesitate to reach out. Most drop-offs occur within 2-5 days of loading.

**Unloading-** DO NOT request a liftgate. Liftgates can be helpful with shorter pallets but are actually a hinderance when unloading our lumber/materials. Furthermore, it incurs a fee that IS NOT included your quote. The driver IS NOT required to help so someone MUST be onsite to receive the materials. It will help if you have another person or two to help unload, as it will be done, by hand. Most orders can be hand-unloaded by two people in under 30 minutes. Someone can climb in the truck to break open our straps and crating. A knife, crowbar and hammer will likely be required. Once opened, slide the boards to the back of the truck for someone on the ground to stack on the property. Once the boards are unloaded, pull out the crating, for discard. For storage and installation tips, visit our Documents page, <https://www.bwdepot.com/resources/documents/>

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