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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. BWD is not responsible for full-length board replacement when only a portion of the board is damaged by shipping carriers or otherwise.

Quotes, Prices, and Availability are Subject to Prior Sale and Price Adjustments
All Deliveries/Shipments/Flatbeds are Unloaded by the Customer Unless Expressly Specified Otherwise

Local deliveries (Metro-ATL)

- A representative must be on site to receive delivery.
- Customer will be responsible for unloading.
- Third party courier services are often utilized. The driver may help but they are not required to.
- If no representative is on-site at time of delivery, materials will be returned to BWD, and customer will incur and additional delivery fee.
- Deliveries are most often made on 24’ flatbed or box trucks. Maneuverability may be limited. Please make reasonable considerations regarding accessibility.

Shipping Hardwoods via LTL (non-local / out of state)

Importance of Crating (bwdepot.com/shipping-standards)

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!

Hardware is shipped, via UPS, to the same destination as the crated materials unless otherwise specified.

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. (cont.)

Unloading- These crates are delivered, almost exclusively, on 40' or 48' dry trailers (full-sized semi's). They have limited maneuverability and WILL NOT pull onto residential driveways. If you live on a street that cannot be accessed by a full-sized semi, or you have a very long driveway, you might consider meeting the driver at the end of the driveway/street with a pick up truck/flatbed/box truck/etc..

- 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 unload. In addition, these vehicles are NOT equipped with forklift/moffets/etc. 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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What if my crate is broken upon arrival? This is an important consideration. BWD takes great care to ensure our materials make it to the destination in the exact, excellent, condition it left our shop. This said, we have no control of how the carriers handle the materials. Broken crates and damaged materials are not common, but it does happen. In these circumstances, DO NOT refuse the shipment. If you refuse the shipment, it is possible that we will never see these materials again. Accept the delivery, immediately take an inventory of the damage, take pictures, and notify us. Without fail, there will be less damage to the materials than you expect; another advantage of using such hard and durable materials. If there are scratches on one side of the board, you can most often use the other side. If there is a gauge, chunk or split on the side or end of a board, you can usually cut out the damage and use the footage on either side of the damage. We DO NOT expect you to install boards with severe cracks, gauges, or deep scratches on the FACE of the boards that cannot be easily sanded out. All of this said, we will make good on any damaged **linear footage** that is unusable. This means, if a 16' board is damaged in one area, we are not responsible for replacing the full 16' board. For this reason, we always recommend against designing the deck with full-length boards. See section, "Full-length boards are not recommended". If you MUST use full-length boards we may recommend or insist that you use a flatbed for delivery, see below.

Shipping Hardwoods via Flatbed (non-local / out of state)

Shipping hardwood lumber via flatbed is a GREAT option, for several reasons. While the cost of shipping via Flatbed is usually more expensive than LTL, there are several very distinct advantages of having the materials shipped this way.

1. **Damage-** Unlike LTL lines, the materials never leave the trailer until it arrives at its destination. This eliminates any possibility of damage during LTL terminal transfers. This advantage cannot be overstated.
2. **Maneuverability-** Depending on the size and weight capacity of the trailer, these trucks often have better maneuverability than the full-sized LTL vans.
3. **Weight Flexibility-** Unlike LTL shipping, we have more flexibility in how we palletize the materials. For instance, if the customer will have unloading equipment (Forklift/lull/etc..) on-site at the time of delivery and the

equipment is rated for 2000-2500 lbs, we can palletize the materials in smaller bundles that can be handled by the equipment. This is a very important advantage for larger orders.

4. **Trackability-** Flatbed shipments have much more direct lanes to the customer. Customers have access to the logistics professional we contract. These providers have direct contact with the drivers and therefore, the ability to provide more accurate updates and ETAs.

Since Flatbed shipments remain on the truck until they arrive at their destination, crating is not necessary. Ask us about flatbed delivery options for your order. Very often, if full-length boards are required, we will insist that a flatbed is used for the delivery. Most often, hardware will be shipped on the Flatbed Truck, with the lumber materials.

Important Installation Tips

Find Detailed Installation and Storage/Handling Instructions at bwdepot.com/installation/#guides

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/)

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/)

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 without penetrating the channel. Boards must be installed with a ¼" / foot slope slanting away from the house. Boards MUST be spaced at 1/8".

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