

PACKAGING OPTIONS

For an additional cost Durawood offers the following protective packaging options for your stairs:

Options #1 – Rosin Paper protecting the face and walk line of treads and risers

Options #2 – Rosin Paper protection and 7/16” OSB tread protection

Options #3 – Tyvek Fabric protecting the face and walk line of treads and risers

Options #4 – Tyvek Fabric protection and 7/16” OSB tread protection

Terms

All invoices are due 30 days from the day of delivery. Invoices past due will be assessed a monthly 2% finance charge. Finance charges are billable on the 30-day cycle on the unpaid balance.

RETURNS AND CANCELLATIONS

Stock items may be returned by obtaining a Return Authorization Number. Please contact our Customer Service Department for assistance. Items must be in the original carton and in re-sellable condition. The invoice number must also be identified. The restock charge will be 25% of the original item price. Custom orders canceled by the customer in mid-production will be billed time and materials to date.

WARRANTY

Durawood Products, Inc. warrants its products to be free from manufacturing defects for 90 days from the date of delivery.

Materials quality and integrity is warranted to meet specifications until delivered to the point where accepted by the customer. (Attached is a label we put on all our stairs)

Durawood Products, Inc. is not responsible for:

Damage caused by exposure to elements in unconditioned spaces

Damage or performance issues resulting from mishandling and/or improper installation of the product

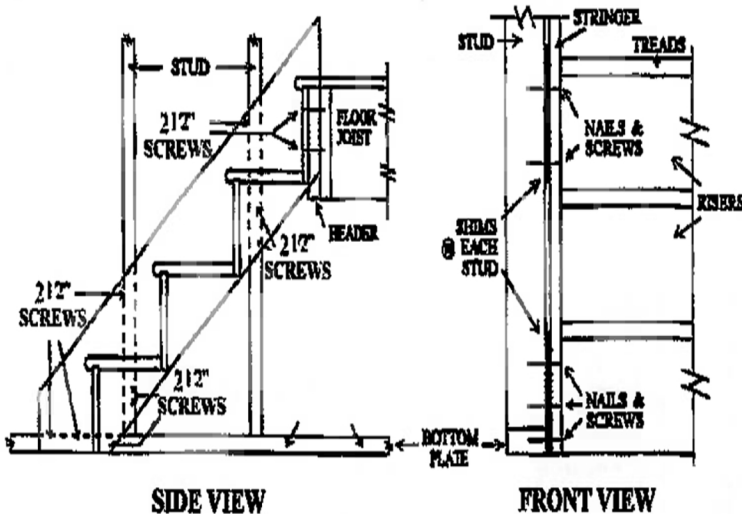
Compliance with building codes. Please consult with building code regulations or officials for compliance information.

Due to the nature of wood, grain and color, variations will occur. This natural variation is part of the inherent beauty of wood. Please review and understand material and material grading specifications so that the appropriate material will be chosen for the application. Durawood Products, Inc. warrants that materials meet published grading standards.

WORK IN PROCESS CHARGE

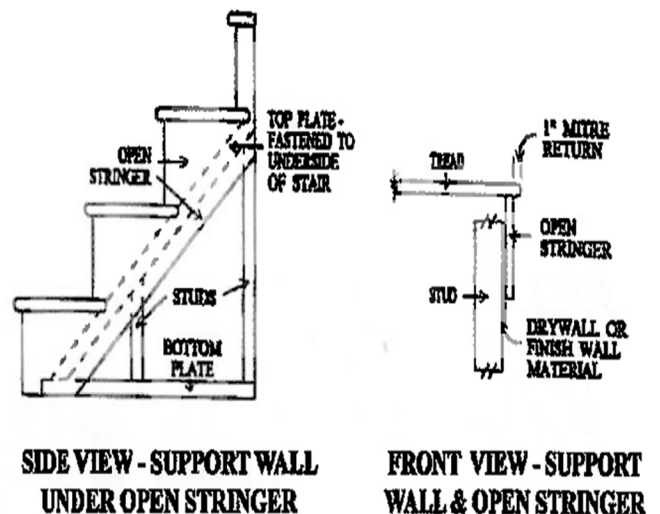
All confirmed orders are processed for production at 5pm the day the order is received. Any charges made to an order after 5pm will be subject to a minimum charge of \$25.00, and the original delivery date may be affected. Additional charges for labor and material may be assessed to change specifications or to cancel the order. It is our goal to properly serve the needs of the customer and with that in mind Durawood reserves the right to change the terms, schedules and conditions at any time without notice.

INSTALLATION - BOX STAIRS



**STAIR MUST BE SUPPORTED FROM UNDERSIDE
AND ATTACHED TO SIDE WALL OF STUDS.**

INSTALLATION - OPEN STAIRS



**ALL BRACING ATTACHED TO UNDERSIDE OF
STAIR MUST REMAIN IN PLACE.**

Installation Notice – Durawood Products

To prevent moisture damage, such as checking or cracking of wood, seal the entire stair within 72 hours of delivery.

Durawood Products, Inc. cannot be held responsible for mishandling or improper installation of stairs.

Installation – Box Stairs

Stair must be supported from the underside and attached to the side wall of studs.

Follow provided diagrams for proper screw placement and framing support.

Installation – Open Stairs

All bracing attached to the underside of the stair must remain in place.

Follow structural support guidelines including top plate fastening and proper connection to drywall or interior wall framing.

Disclaimer

Durawood Products, Inc. accepts no responsibility for defects such as:

Weakened glue joints

Gaps in miter return joints

Raised grain

Unless stairs are sealed and finished within 72 hours of delivery to the job site.