



## FREQUENTLY ASKED QUESTIONS

### **1. Can I order my material in specific lengths?**

We inventory 8 to 20 foot lengths in 2 foot increments. All siding packages are shipped in random lengths unless ordered in specific lengths. Fascia is produced in predominately the longer lengths. Trim and beams are manufactured to the length ordered.

### **2. I just got my order and it has some siding boards shorter than 8 ft, how does this happen?**

When we mill your wood we occasionally have a knot fall out creating a hole in the board. We trim the knot out so you will not have to on the job site. As a result, you will receive a few boards that are shorter than the full length. You will be able to work these shorter boards in around windows and doors.

### **3. Does Montana Timber Products offer a warranty?**

Yes. There is a limited warranty on the product. Please refer to our website under the Resources-General Information page, to view a complete copy of the Limited Warranty.

### **4. Will my product fade over time?**

Yes, like any other building product, exposure to UV's over time will affect the products color. Variation in color will depend upon exposure to the surrounding natural climate. You may like the more weathered look of the exposed product but if you would like to refresh the color just apply another coat of Seal-Once. When the time comes you can order the correct stain match from us. The color may fade but the Seal-Once™ protective coating will maintain its water protective properties for 10 years on vertical installation and 5 years on horizontal applications. Please refer to the Limited Warranty in the Resources section of our website.

**5. Do you have any suggestions for installation of Montana Timber Products product lines?**

Proper installation is critical to the performance of the natural wood material. Method of installation varies based upon product type, thickness, and width. Most product is installed with a combination of regular fasteners which include nails, screws, Timberlok and Strong Tie applications. You can find installation guidelines which follow the industry best practices on the Resources page of our website. Your professional installer should be knowledgeable of industry best practices for installation of natural wood products for local conditions.

**6. What is acclimation and what do I need to do to correctly acclimate the product?**

Acclimation of your product is very important. Wood is a natural product and will respond to moisture in the air. Letting the wood acclimate to your environment will help reduce movement of the wood after installation. Refer to the MTP Installation Acclimation and Maintenance of Wood Products guide on the Resources page of our website.

**7. What are Montana Timber Products payment terms? Is there a change order fee?**

Payment terms are 50% down at time of order and full payment upon delivery. Cancelled orders or returns are subject to a 20% restocking fee. Credit cards can be used as payment but there will be a 2.5% service fee added to the total.

**8. Once ordered, what can I expect for production and delivery time for my product?**

Upon receipt of the required down payment, your order will go into the production system and from that time we will normally deliver within 4-6 weeks. If you are in a rush let us know and we may be able to beat that time. Timbers, custom colors and profiles may lengthen the delivery time period.

**9. I know your product is prefinished but how is the Seal-Once applied?**

On the finished side we spray two coats and one coat on the back side to make a complete seal. When you receive your order you will also receive touch up stain to coat any fresh cuts made during installation.

**10. How will my order be delivered?**

We have developed several methods of shipment to keep the freight costs as low as possible. Our shipping department will notify you prior to your order being shipped and will inform you of the delivery details. Make sure you confirm your need for a forklift as it is your responsibility to provide a forklift at time of delivery

**11. I don't know the quantity of material I need for my home. Is there any way you can help?**

Yes, we would be glad to help. If you have a digital set of plans we can do a complete take-off of the project to get the quantities you will need. Our sales representatives can also help with figuring coverage for smaller areas.

**12. How do I place an order?**

To place an order, first contact your Montana Timber Products sales rep or call the company directly at 406 552-0462. Once you have firmed up the quantity of material needed you will be provided with a Sales Estimate for your review and signature. Once we receive the signed Sales Estimate and the Deposit your order will be entered into the production system.