

Invoice # \_\_\_\_\_

Dear Valued Customer:

We are pleased that you have selected our columns. Rest assured, you have purchased the finest columns available, and we want your experience with CHADSWORTH'S 1.800.COLUMNS® to be pleasant and convenient. This booklet contains some very important information. Please read it carefully and follow the instructions as they are vital to the longevity of your columns. **IT IS IMPERATIVE THAT YOU READ PAGES 2 AND 3 IMMEDIATELY.**

We have also included the specifics on handling the delivery of your order so that you can have the smoothest possible experience with the freight line. If your freight charges are collect, you will need to have a check for the carrier at the time of delivery.

Please make sure that you read the installation instructions now as well as give them to the person who will actually be installing the columns. It will be absolutely necessary to follow the information contained in them.

If you have any questions, please do not hesitate to call us. We sincerely appreciate your order and look forward to serving your architectural and design needs in the future.

Kind regards,

Sales Consultant  
CHADSWORTH'S 1.800.COLUMNS®

P.S. Your column order is projected to **ship the week of** \_\_\_\_\_ and the balance due is \_\_\_\_\_ .

Your freight has been scheduled to ship:  Collect, due upon delivery  
 Prepaid by customer and will adjust after delivery  
 Prepaid by Chadsworth

**CHADSWORTH'S 1.800.COLUMNS®**  
**www.columns.com**

# *SHIPPING INFORMATION*

**PROJECTED SHIPPING DATE** - Due to the many manufacturing variables, please be advised that your shipping date is only a projected date. Your order may ship before that date; however, we will try to ship within the projected week. Because we are a manufacturing company and we schedule production of column sizes together, there is a possibility that your order could be ready earlier than projected. The date that we have given is the latest expected shipping date. Once your order has been shipped, the freight company should contact you by telephone to arrange for delivery if your order is for "Residential Delivery". You may also want to contact the freight line directly. Please call your Sales Consultant if you need information before calling freight line.

**C.O.D. SHIPMENTS** - The freight line charges a C.O.D. Collection Fee of 3-4% of the total balance due with a minimum fee of \$35.00. In order to receive a significant freight discount and to avoid the C.O.D. collection fee levied by the freight line, please immediately remit the balance to **P.O. Box 2618, Historic Wilmington, North Carolina 28402**. Should you choose to ship your order C.O.D., **a certified check is required for all C.O.D. balances**. On any stock order large enough for Chadsworth to pay the freight, C.O.D.'s are not allowed.

**FREIGHT INFORMATION** - The carrier will only move freight to the back of the truck; **you will be responsible for unloading**. If you need further help, please ask us about inside delivery. Again, if your order is "Residential Delivery," you should expect a call from the freight carrier so that you can be prepared and can arrange a time with the freight line Monday through Friday during business hours to receive your order. For "Commercial Delivery", the freight lines will only notify you upon request. We will notify you of your tracking information after your order has shipped.

**PRODUCT ARRIVAL**- Make sure the number of boxes/crates that is listed on the Bill of Lading is the same as the number that has arrived. Make sure you have proper equipment available for unloading the truck. A forklift or crane may be necessary to unload large columns or large quantities of columns.

**MISSING PRODUCT** - Please count the number of boxes/crates that arrive. If you did not receive the same number of boxes as listed on freight bill, note the number of missing boxes on the freight bill. Unpack all materials and see what is missing. Notify our sales office so that the new product can be sent out as quickly as possible. You must note that there is missing freight on the freight bill or the freight line will not be held responsible for replacement costs. Chadsworth is not responsible for freight lost during shipment. So, any loss must be noted directly on the freight bill. Please notify Chadsworth immediately should a problem occur.

**CHECK FOR DAMAGES** - In the unlikely event that your columns arrive damaged, please use the following instructions for visible and concealed damage for the best results.

**VISIBLE DAMAGE** - We cannot be responsible for loss or damage in transit. However, if visible damage should occur, we request that you refuse the damaged portion, write on the freight bill: **DAMAGED GOODS IN SHIPMENT - RETURN TO SENDER**, note the number of damaged boxes or columns and then sign it. At this point, Chadsworth will file a claim and reship your order. However, you must notify us of the problem.

**CONCEALED DAMAGE** - If there are concealed damages, please immediately call the freight line and ask them to send an Inspector to inspect the damages. You may then file a claim to either replace or repair the product. Please do not dispose of any damaged units or packing materials. The freight line will inform you of the procedure to follow for completing the damage claim. Our Customer Service Department will also gladly assist you. You have 15 days to file such a claim, but the sooner you file the claim, the better it will be for you.

**RETURNED PRODUCT** - In the unlikely event that you feel it necessary to return a product to Chadsworth, it is important for you to contact your Sales Consultant at once to receive the proper shipping instructions. You may incur additional shipping charges if this procedure is not followed. Custom or altered product may not be returned. We have a 20% +/- restocking fee.

Again, do not sign the freight bill until you are satisfied that all visible damage is noted and your order is complete. Once the freight bill is signed with no noted damage, you have accepted the merchandise, and Chadsworth cannot file a claim against the carrier. Also, please note on the freight bill if there is anything missing. A claim cannot be filed if the loss is not noted. Our Customer Service Department will be happy to assist you if you have any questions concerning shipping or filing a claim. **It is imperative that you thoroughly inspect the entire shipment before and after unpacking units.**

**If the bill of lading is signed with no noted damage or missing items and you later file a claim, you will receive the following letter from the freight carrier:**

*We have completed our investigation of your claim. Unfortunately, we must respectfully decline payment of your claim.*

*Our records indicate your shipment was delivered to the consignee without any notations of loss or damage on the delivery receipt. It is the obligation of the consignee to count and examine the condition of the shipper's containers at the time of delivery. When the carrier is given a clear delivery receipt without any notation of loss or damage, it is the responsibility of the claimant to provide evidence the loss or damage occurred in transit. After examining the evidence presented, we were unable to establish any liability on our part.*

*We regret any inconvenience this incident may have caused. Please contact us if we may be of further assistance.*

## *Bungalow Column Installation Instructions*

### *PAINTING & FINISHING*

1. Caulk where required using Siroflex Brand DUO-SIL Urethane Acrylic Emulsion Sealant and Adhesive provided by manufacturer.
2. Putty staple and nail holes using acrylic putty or caulk.
3. Lightly sand or scuff surface of column with Scotchbrite type pad. Clean surface of column to remove any dirt or soil residue with light detergent and water, or use spray cleaner such as Windex®. Be sure soap residue is removed with clean water.
4. Apply one coat of high quality, 100% acrylic latex exterior primer and one or more finish coats of high quality, 100% acrylic latex exterior paint.

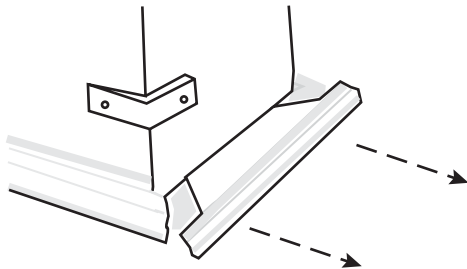
### *INSTRUCTION PROCEDURES*

1. Do not begin installation until piers are level and true. Pier must have load-bearing capacity specified by architect. Distance between pier cap and beam bottom must be distance specified by architect.
2. **THE PVC COLUMN HAS NO TESTED STRUCTURAL PROPERTIES.** Column is designed to install around previously installed structural post. Structural post inside column, supplied by others, provides the load-bearing component of the column. Architect will specify load-bearing requirements of the structural post. Structural post must be of CCA treated lumber, CCA treated engineered lumber or steel. Do not use untreated lumber for structural posts.
3. Bottom of structural post should be mounted to pier using code-approved method and code-approved post anchor. Top of structural post should be mounted to beam using code-approved method and code-approved post-to-beam mounting bracket. Structural posts resting on top of pier must be mounted in the center of the pier cap. Centerline of beam must be directly over centerline of pier below.

# Bungalow Installation Instructions

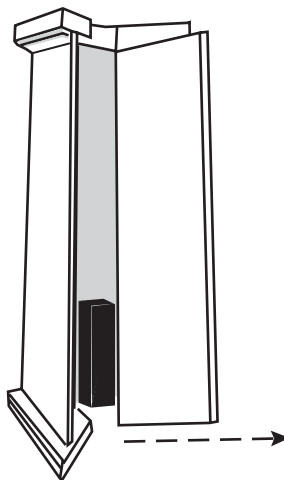
## Step 1

Remove screws from cap, base, and shaft. Pull apart removable sections of cap and base.



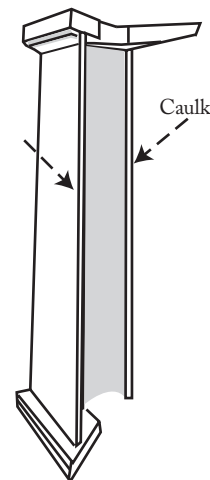
## Step 2

Carefully open the "hinged" face of the column. **Note: Do not repeatedly open and close this face of the column.** It is designed to be opened only a couple of times to allow you to slide the column around your structural post, and then "close" the hinged face like a door to complete the column box. It is possible that the "hinge" may break. If it does break, you will not have the extra convenience of the hinged face but you will still have a good miter on both edges of this face of the column. Install the now loose face as you would any other loose board to complete the closure of the column box.



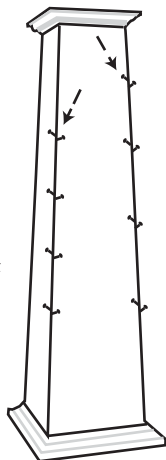
## Step 3

Apply a thick bead of the provided Siroflex Polyurethane adhesive caulk to both edges of the hinge miter and open miter of the hinged column face. This is a very good adhesive for the material your column is made of. This caulk should also be used to do your final caulking before painting your columns.



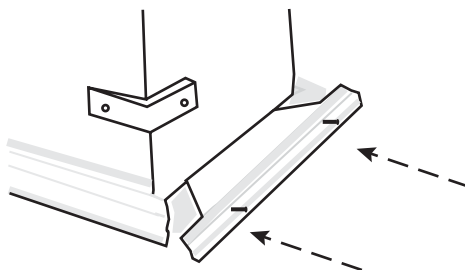
## Step 4

Now carefully close (or if loose, hold in place) the hinged face of the column and using a pneumatic trim stapler (recommended) or pneumatic finish nailer (not as good as a stapler), nail up both faces of the left miter and both faces of the right miter. This "cross nailing" (see illustration at right) will help insure a stable joint once the Siroflex adhesive caulk has set. The staple/nail holes can be filled with lightweight spackle or painter's putty before painting.



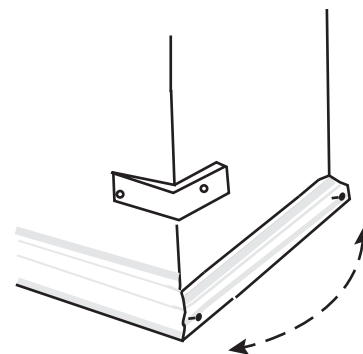
## Step 5

Apply Siroflex caulk to the removable portions of the cap and base and slide them back into place. Reinstall the screws and putty the screw holes.



## Step 6

Now, using a pneumatic finish stapler or nailer, nail through the trim on the cap and base into the column box to complete the assembly of your column.



## INSTALLATION NOTES:

### Delivery, Storage, Handling, and Repairs

- Transport, lift, and handle columns with care, avoiding excessive stress and preventing damage. If column is dented, fill dent with plastic automotive body filler such as Bondo®. Sand filler flush with face of column, prime, and repaint.
- If column is struck by a hammer or other hard object and cracked, glue crack with 5-minute epoxy glue. Then, fill area over crack and surrounding crack with Bondo®.

### Installation Precautions and Methods

- Temperature—Columns become more brittle in colder temperatures and are more susceptible to damage. It is recommended that the column be warmed to 50 to 55 degrees before installing.
- Cutting and Fastening—Pneumatic finish nailers and staplers can be used to fasten cellular pvc parts together. Large pneumatic framing staplers and nailers are not suitable for fastening this material.

CHADSWORTH'S 1.800.COLUMNNS®

www.columns.com

800.486.2118