

# FAQs

## What makes Woodland Windows & Doors unique?

A: When it comes to serving our contractor customers, Woodland's approach is "old school". We believe in special care and attention from one person, every visit, and over the course of time. Unlike our big box competitors. We'll spend as much time as you need until your job is complete. Our designated sales representatives can answer your questions and present solutions. We have our own staining/painting facility which allows exact color matching as well as precise control over the finish of your windows and doors. This 14,000 sq ft facility allows us to pre-stain or pre-paint your product before installation, eliminating stain accidents and odor at the property, which are common problems with on-site finishing. We've built a full-service infrastructure.

## What lead time can I expect to receive a quote?

A: Generally, your sales consultants are able to provide a quote within 24-hours. There are some instances where a product has to be quoted from one of our vendors. In that case, the lead time can be longer depending on the item that needs to be quoted.

## What if I am a homeowner buying products only, however my contractor will be installing?

A: We use consistent competitive pricing for all our customer.

## Do you offer free delivery?

A: Free delivery is available on most orders over \$3000. within our delivery radius.

## Does Woodland prepare blueprint take-offs?

A: Yes, our sales consultants can work with you and examine blueprints, recommend window and door configuration to provide cost-saving ideas for your new construction or remodeling projects.

## Will Woodland work with me to cross-measure a job? Who is responsible for the measurements?

A: We will assist you in measuring and can offer size recommendations, but ultimately the contractor who will be installing the product is the person who is responsible for approving the final measurements and signing off on the order for processing.

## Does Woodland offer styles and brands uniquely suited

## for builder requirements?

A: Yes, virtually whatever you need, Woodland can likely find for you. If it's not a brand or product series we carry, we'll find it for you. We source a wide variety of manufacturer product lines to find just the right solutions for builder's remodeling or new construction projects. If you need it, let us source it.

## Does Woodland offer styles and brands uniquely suited for builder requirements?

A. Our Pro-Sales brands are selected to provide builders, remodelers and architects with a broad set of window and door styles and materials they need to meet the project's specifications. Unique homes, multi-family dwellings and commercial buildings typically require products that meet architectural specifications and unique building codes. Check out our Pro-Sales brands, including Quaker, Wojan, Thermal Industries, Lemieux Doors and more. If a brand you prefer is missing, let us know and we'll source it for you.

## Will you work directly with my client, the homeowner?

A: Absolutely, our showroom is your showroom. You can send your clients to us to view product options with the knowledge that we value your business and their needs.

## Will you supply windows for my room addition or small projects?

A: Yes, Woodland will supply windows and doors for your room addition or any other project that you have. Whether it is an entire house of windows or simply one window, our knowledgeable sales representatives are here to help.

## Does Woodland offer financing for my window and door project?

A: Yes, financing is available on install jobs only for qualified customers. It is a 12-month same as cash (with monthly payments). Please contact your sales representative or our accounting department at 630-529-DOOR (3667). The finance amount is after a 40% deposit is made.

## Does Woodland have a service department?

A: Yes, we have a full-time service department trained to resolve issues from product warranties to installation issues. As part of the service team, we also have a dedicated service technician that is trained by both our manufacturer partners and our installers. Please contact our service department at 630-529-DOOR (3667) for questions related to service.