

Questions to Ask When Shopping for Quality Shutters!



Others

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| General/Service: | | |
| Have they been in business more than 25 years with a good reputation? | YES | |
| Do they manufacture in-house, rather than use subcontractors? | YES | |
| Do they have full details about their shutter provided in writing or on a website? | YES | |
| Do they have a showroom where I can see full size displays that are truly representative of the way the product will appear in my home? | YES | |
| Do they consistently deliver their shutters within five weeks? | YES | |
| Warranty | | |
| Do they offer a written warranty and is it transferable to the next homeowner? | YES | |
| Do they service their own warranty and repair their own shutters? | YES | |
| Wood/Materials Used | | |
| Do they provide in writing the type of wood being used and how it's harvested? | YES | |
| Are their materials professionally milled, laminated and computer processed for additional strength and maximum stability? | YES | |
| Construction | | |
| Is state of the art woodworking equipment and computer controlled precision utilized to provide consistent quality? | YES | |
| Can they build shutter panels as wide as 50" and as tall as 114" without a divider rail? | YES | |
| Do they use mortise and tenon (tongue and groove) joinery to strengthen their panels? | YES | |
| Finish: | | |
| Do they offer custom paint and stain finishes so the shutters match your woodwork exactly? | YES | |
| Are they using environmentally sensitive water-based finishes? | YES | |
| Louvers/Options | | |
| Do they offer a wide range of louver options (traditional, 2", 3", 4" and 5")? | YES | |
| Do they use all-wood louvers (no plastic pins)? | YES | |
| Do they offer a range of hinge color options to match the hardware in my home? | YES | |
| Do they offer an option of putting the tilt-rod at the edges of the louver? | YES | |
| Do they use stainless steel deep set staples so they'll never pull out? | YES | |
| Specialty Applications: | | |
| Do they offer fully operable arch top shutters (i.e. no fixed louvers, full operability in both directions)? | YES | |
| Do they routinely address specialty applications such as sliding glass doors, atrium doors with levers, arched windows, angled windows, etc? | YES | |
| Service: | | |
| Do they employ their own crew of full time installers who are bonded and insured? | YES | |
| Do they follow up after installation with service evaluations? | YES | |
| Will I find a better deal on quality, real wood, locally produced shutters anywhere else? | NO! | |