

# Sales

## Minimum order:

- 200 Square Feet is our minimum order

## Ordering and Material takes:

- 15-25% overage should be added to your material take. Talk to your sales rep for recommended overage.
  - Example:
    - 1,000 Square feet needed.
      - 15% (150 Square more) or 1,150 SF
      - 25% (250 Square more) or 1,250 SF
- If additional materials are needed on a smaller batch to match the same original order, there will be an additional set up cost for this process.
- You can send in material takes by the Square or Lineal foot for pricing.

## Order Confirmation:

- Signed quote and signed approved sample are required to start any material order.
- A 70% deposit is due before order will be put into production dates.
- Remainder of payment due before final delivery of product.
- Quotes are valid for 30 days unless otherwise noted.

## Change orders, Cancellations + Returns:

- \$250 change order fee will be charged if quantity or specs change after original quote has been signed.
- If there is a change order made after production has started, this will be considered a new purchase order.
- \$500 fee if the change order requires any shipping or bunk changes.
- Make sure final SF/LF, and all items needed for order are on original quote before signing.
- If quote has been signed and a cancellation happens for any reason, a 10% fee will be charged.
- If Crucible has started production and order is cancelled, client/customer is responsible for all costs of materials produced as well as time.
- NO Returns.

### **Shipping + Delivery + Pickup:**

- Shipping, delivery or pickup terms will be included into quote.
- Crucible can arrange shipping or freight depending upon each order.
- Will call or pick up is available upon request.
- Plan out receiving before arrival to your location and have a forklift or skid steer ready for unload.
- Inspect your materials upon delivery. If any damage or issues arise from delivery, immediately contact Crucible.
- Shipping and delivery cost are different depending upon locations. All deliveries/orders under 4,000 Square fee within 45 miles of Bozeman, MT are included in price.

### **Install + Warranty Info:**

- Refer to our full warranty and install recommendations on our tech specs page to download or email us to request PDF emailed versions.

## **Terms + Conditions**

All quotes are valid for 30 days, Delivery and shipping terms are on each quote and may be changed on final invoice. Remember to add a 15-25% overage from your actual take off on each project and depending on the project. Ask a Crucible rep for recommended overage.

### **Confirmation:**

Signed quote, signed sample and 70% deposit are required to be added into queue of production. We reproduce all orders to signed sample by client/customer. Samples are a small representation of all projects and due to the variants in all wood species, orders will never be a perfect match on all boards. Approval of samples does not bind Crucible to provide client/customer with an EXACT match. Crucible does not guarantee that samples will be a 100% match on end product. Each board has different color variants and each takes finishes differently. Samples will vary slightly or significantly from final produced product with colors, grains of wood, streaks, knots and are not limited to these alone. Clients/Customers can expect wood type, milling, finish type, grade from sample will match with the end produced product. Review our quotes, warranty and terms carefully to confirm all specs and quantities. A signed quote represents and accepted project with current terms and conditions of all sales as written.

**Lead Time:**

Lead time estimate varies from each project and our provided on each quote via email and verbal confirmation. All estimated lead times are from our best estimate, but may change. Lead time starts from signed quote and 50% deposit payment. Crucible is not responsible for material supplier lead items or shipping/delivery times.

**Change orders + Cancelations:**

Change orders include additional or removal from any original signed quote. If additional material is requested and original timeline is needed to be met, a 30% additional may be charged from original quote. A additional deposit may also be required. If Crucible has started production or purchased materials from original quote, client/customer is liable for any addition costs.

**Payments:**

70% deposit due before project start. You will be notified via email 2 weeks before project completion to pay the remaining balance of your quote before a delivery will happen. If final payment is not completed within 30 days, a 5% charge of value of original quote will be applied. If payment goes unpaid for more then 60 days, legal action will be taken.

**Delivery + Shipping:**

After completion of projects, Crucible reserves the right to ship order or store outside our facility depending on each project. Each delivery is different on quotes depending upon location and delivery style. There can be an additional fee charged depending upon residential or commercial and depending upon each location. Client/Customer is responsible for off-load at each location and we recommend having a forklift or skid steer for off-loading. Each bunk of material is banded and strapped. If forklift or skid is not available, contact Crucible and we can line up other off-load for an additional charge.

If any order arrives damaged, contact Crucible right away and customer/client must note the specific damage on bill of delivery. Take photos/video of any damage, do not unbundle the order and Crucible will process the claim and replace any damaged materials as soon as possible.

**Acclimation:**

If location of delivery is within 60 miles of Bozeman, acclimation of product only needs to be a few days. Any location over 60 miles of Bozeman Montana, we recommend a acclimation period of 2 weeks

**Install:**

Chatsubu siding should be face-nailed with two nails every 16" on center. We recommend stainless steel rim shank nails for this process for all exterior installation. Any and all exterior installation should be with a minimum of 3/8 vented, screen wall. All proper flashing, sealing and install recommended specs should be followed. Refer to our full Installation Tech Specs on this website or email us to get a PDF downloadable version. Crucible assumes no responsibility for the installation of our product. We recommend reading and following all instal specs and hiring a licensed contractor. If you can not hire/find a licensed contractor, contact us and we will send you a list of recommended contractors or installers.

Customer accepts full responsibility for any issues, including labor loss, removal of labor, re-installation due to all aspects of install, touch ups, material loss or damage, etc for any reason not limited to the following:

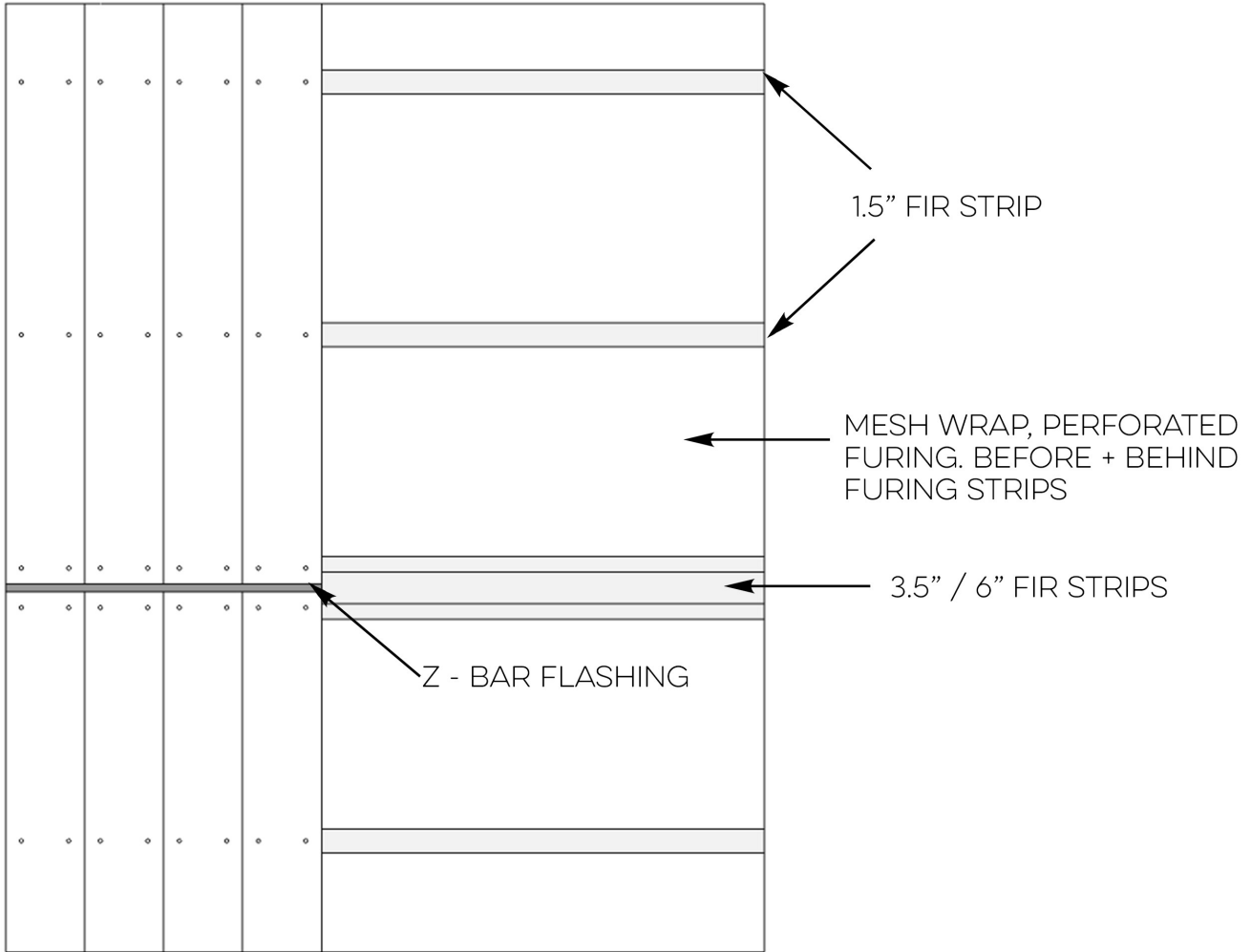
- Lack of familiarity with Shou Sugi Ban
- Improper inspection upon delivery and install.
- Improper installation and maintenance recommendations and standards.
- Failure to hire a licensed contractor.

**Guarantee:**

We guarantee all our products produced by Crucible as listed and layed out by each quote. Crucible grades our products to our own standards as each product is unique. Before you install, inspect the product. If you are not satisfied, contact us as soon as possible and we will do best to remedy. Crucible guarantees that our materials have been finished according to the specs and instruction included in each quote.

**Governing Law:**

These Terms will be governed by and in accordance with the laws of the state of Montana, without regard to the conflict of laws principles.



**[ CHATSUBU ] CHAR GRAIN SIDING SUGGESTIONS**

- FURRING AND RIM SHANK FACE NAILS REQUIRED FOR ALL EXTERIOR APPLICATIONS
- THESE DRAWINGS ARE NOT FOR FINAL CONSTRUCTION. CRUCIBLE TAKES NO RESPONSIBILITY FOR FINAL DESIGN OR INSTALL ON CUSTOMER PROJECTS. DRAWINGS REPRESENT EXAMPLE LAYOUTS ONLY.
- CRUCIBLE RECOMMENDS HAVING CERTIFIED INSTALLER TO INSTALL ALL CHATSUBU.



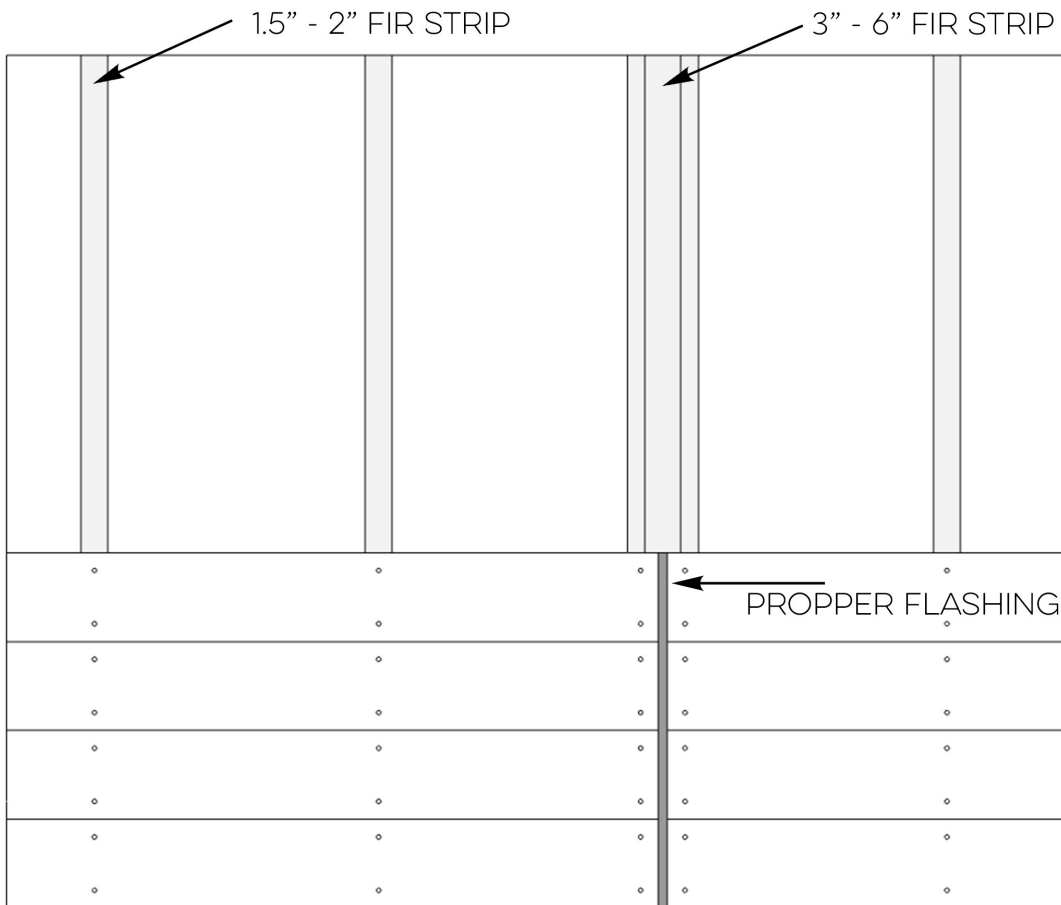
CHATSUBU

**NOT FOR CONSTRUCTION USE. EXAMPLE ONLY**

**CRUCIBLE**  
UNITED BY DESIGN

INFO@CRUCIBLE.COOP  
406.414.0343

100 CONTRACTOR DR  
BOZEMAN, MT 59718



VERTICAL FURRING W/ CENTER BUTTS  
 - 3" IF PRE-DRILLED BUTTS  
 - 6" IF NO PRE-DRILL

**[ CHATSUBU ] CHAR GRAIN SIDING SUGGESTIONS**

- FURRING AND RIM SHANK FACE NAILS REQUIRED FOR ALL EXTERIOR APPLICATIONS
- THESE DRAWINGS ARE NOT FOR FINAL CONSTRUCTION. CRUCIBLE TAKES NO RESPONSIBILITY FOR FINAL DESIGN OR INSTALL ON CUSTOMER PROJECTS. DRAWINGS REPRESENT EXAMPLE LAYOUTS ONLY.
- CRUCIBLE RECOMMENDS HAVING CERTIFIED INSTALLER TO INSTALL ALL CHATSUBU.



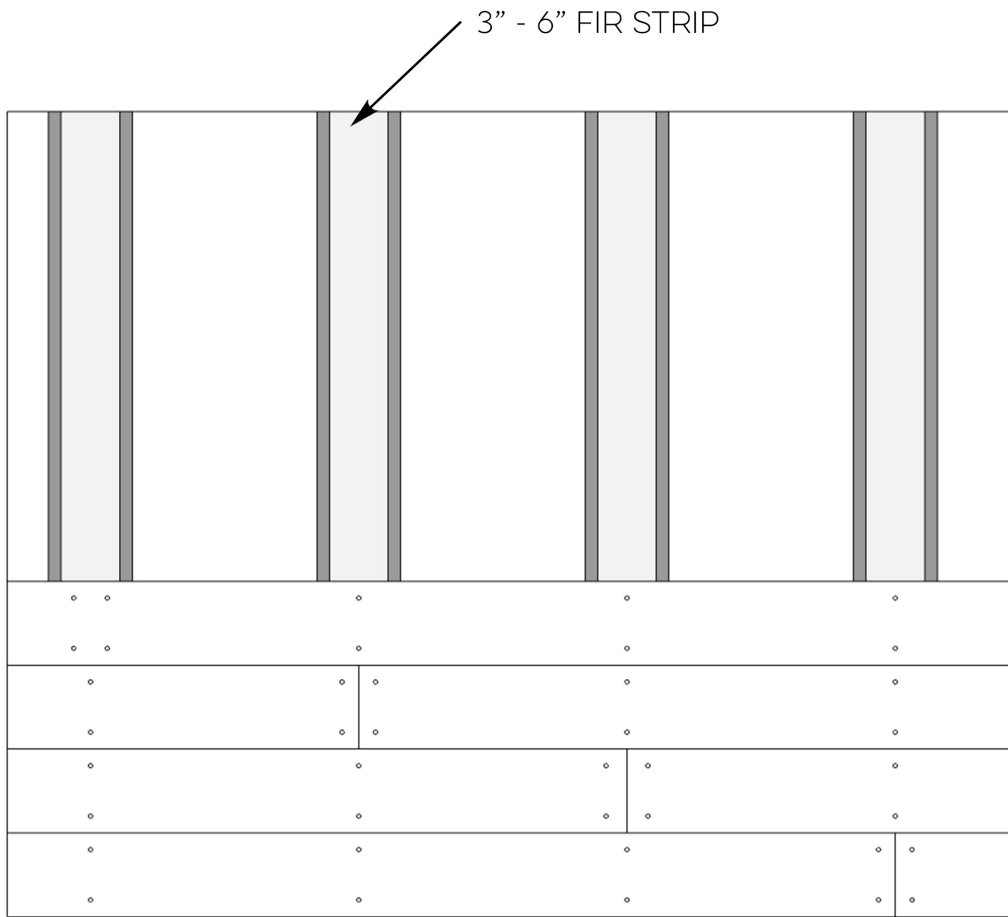
CHATSUBU

**NOT FOR CONSTRUCTION USE. EXAMPLE ONLY**



INFO@CRUCIBLE.COOP  
 406.414.0343

100 CONTRACTOR DR  
 BOZEMAN, MT 59718



VERTICAL FURRING W/ STAGGERED BUTTS  
 - 3" IF PRE-DRILLED BUTTS  
 - 6" IF NO PRE-DRILL

**[ CHATSUBU ] CHAR GRAIN SIDING SUGGESTIONS**

- FURRING AND RIM SHANK FACE NAILS REQUIRED FOR ALL EXTERIOR APPLICATIONS
- THESE DRAWINGS ARE NOT FOR FINAL CONSTRUCTION. CRUCIBLE TAKES NO RESPONSIBILITY FOR FINAL DESIGN OR INSTALL ON CUSTOMER PROJECTS. DRAWINGS REPRESENT EXAMPLE LAYOUTS ONLY.
- CRUCIBLE RECOMMENDS HAVING CERTIFIED INSTALLER TO INSTALL ALL CHATSUBU.



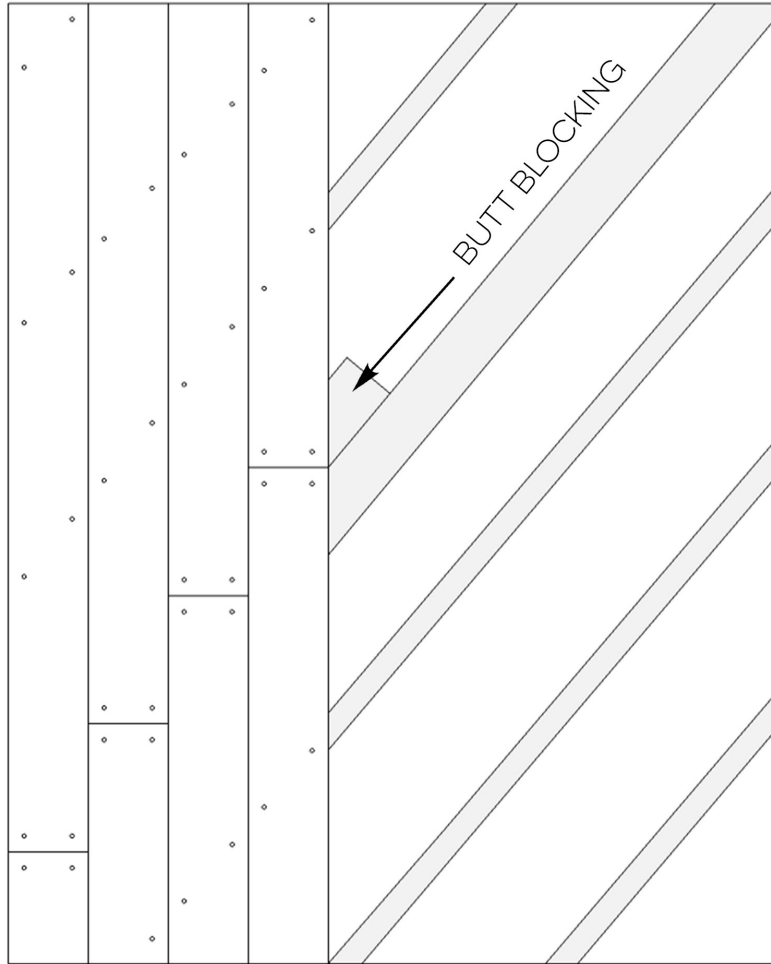
CHATSUBU

**NOT FOR CONSTRUCTION USE. EXAMPLE ONLY**

**CRUCIBLE**  
UNITED BY DESIGN

INFO@CRUCIBLE.COOP  
406.414.0343

100 CONTRACTOR DR  
BOZEMAN, MT 59718



3.5" / 6" FIR STRIPS

1.5" - 3" DIAGONAL FIR STRIP  
- VENTED TOP + BOTTOM


**[ CHATSUBU ] CHAR GRAIN SIDING SUGGESTIONS**

- FURRING AND RIM SHANK FACE NAILS REQUIRED FOR ALL EXTERIOR APPLICATIONS
- THESE DRAWINGS ARE NOT FOR FINAL CONSTRUCTION. CRUCIBLE TAKES NO RESPONSIBILITY FOR FINAL DESIGN OR INSTALL ON CUSTOMER PROJECTS. DRAWINGS REPRESENT EXAMPLE LAYOUTS ONLY.
- CRUCIBLE RECOMMENDS HAVING CERTIFIED INSTALLER TO INSTALL ALL CHATSUBU.



CHATSUBU

**NOT FOR CONSTRUCTION USE. EXAMPLE ONLY**



**CRUCIBLE**  
UNITED BY DESIGN

INFO@CRUCIBLE.COOP  
406.414.0343

100 CONTRACTOR DR  
BOZEMAN, MT 59718