

MOST OFTEN ASKED QUESTIONS

Answered by Jeffrey L. Davis, Principal Designer & Founder

Is there really a difference in the columns?

While at first glance, it might be difficult to see the differences that affect the cost, a column is just like a fine piece of art, the more you look at it the more it feels just right. The more familiar you become with columns, the more you will be able to see the differences. It is like anything of fine quality; you must first know your subject matter and the greater your knowledge, the greater your appreciation for its qualities.

Are columns expensive to use?

While not inexpensive, columns are a good investment. Columns will enhance any project and give an immediate feeling of grandeur.

How can you sell columns for less than my local lumber yard?

Due to our large volume and ability to control our manufacturing, we are able to keep our cost low and in turn we pass the savings on to you. Since we do not offer credit, we do not have to increase our selling price to cover this area of normal loss.

Are you the manufacturer?

In some cases, yes, and in some cases, no. But, we do oversee the manufacturing design as well as regulate the quality level and manner in which the column is being produced. If it is not produced in our factory, we exercise the same stringent control that allows our customer products to be guaranteed. We back up any guarantees.

I live on the water; what is the most weather resistant column?

Our PolyStone and Colossal columns are made for you. Their resistance to extreme weather conditions make them excellent choices for use on trellises, arbors, pergolas, porches and all exterior applications, especially those near water.

What is a custom column?

A custom column is one which we manufacture after you place your order. It is specifically manufactured for **your** job and uses the overall height provided by you. It can also be one where you specify all dimensions as well as the height.

What type primer and paint should I use on my columns?

On wooden columns, use oil-based primer and paint. Do not use a primer containing zinc on redwood columns. On composite or fiberglass PolyStone columns use an exterior paint. Caution – due to the diversity of locations and weather conditions, always consult your local painting contractor for the best primer and paint for use in your area.

Do I need to ventilate interior wooden columns?

No, it is not necessary to ventilate interior wooden columns, but you must always ventilate wooden columns when used outside. PolyStone, and Colossal columns do not have to be ventilated for interior or exterior use.

Why do you require a deposit and offer no credit policies?

Since the beginning of our business, we have found that our required deposits on all orders have lessened our bad debts and cancelled orders. This enables us to focus on your product and service not on collections. We pass along these savings from almost 0% bad debts to you with lower prices.

I've never ordered from a mail order company shipping by truck. What happens if my columns arrive damaged?

If you notice the damage before you take possession of the product (signing the bill of lading constitutes possession), then all you do is refuse order and write on freight bill: **Damaged Goods in Shipment – Return to Sender**, and then sign it. We will immediately begin to refill your order. If the damage is noticed after you have received the product, you need to contact the freight line and ask them to send an inspector to inspect the damages. Do not dispose of any units or packing materials. We will be glad to assist you.

Why should I select my own columns instead of just buying what's at my local lumber yard?

There are many columns in the marketplace today. Most companies might offer you one or two choices. We offer you the best choice, number of designs, materials and manufacturers.

Why should I discuss my project with you?

With many years of experience, our excellent staff can save you from many common mistakes. I urge you to discuss your project with one of our trained consultants for recommendations and suggestions.

Can I install my wooden exterior columns using an alternative method from the one you recommend?

NO, all wooden column manufacturers accept only one way to install exterior columns PERIOD!

What if I am unhappy with the product?

In the unlikely event that you are not 100% satisfied, you may return all non-custom/non-altered products to us. Please contact our Customer Service Department before you ship the product back to us. We are not responsible for damage in shipments either to you or back to us. Our carriers are insured to handle responsibility if damage should occur.

How do I know I am getting the best price?

Shop around. We will not knowingly be undersold on any comparable product. We constantly monitor prices across the United States and remain competitive. We do request that you shop around before you begin your project and select the company from whom you will purchase your columns. Our services and expertise are, of course, free to our customers.