



FOREVER REDWOOD

From the Forest, For the Forest since 1995

866.332.2403 (TOLL FREE); 7am – 7pm Pacific Time, Monday-Saturday

THE ESTHER SCISSOR TRUSS PAVILION



CONTENT

I.	DESCRIPTION	2
II.	SPECIFICATIONS	3
A.	Dimensions & Drawings (Provided prior to construction)	3
B.	Privacy Panels Styles.....	8
1.	You can add Lattice Privacy Panels to your Pergola or Pavilion:.....	8
2.	You can add Shutter Panels to your Pergola or Pavilion:.....	9
3.	You can add Louvered Panels for you Pergola or Pavilion:.....	10
C.	Pavilion Height (Post Size)	11
D.	Electrical Wiring Trim Kit	11
1.	Standard Cut Measurements	11
2.	Center Cut Measurements.....	13
E.	Stainless Steel Post Anchoring.....	14
2.	Option 1: Standard Anchor Kit.....	14
3.	Option 2: High-Wind Anchor Kit.....	17
F.	Post Decorative Trim.....	20
G.	Ceiling Fan Bases	21
H.	Heavy duty curtain rods & stainless steel hangers	22
I.	Privacy Wall or Screens	23
J.	Privacy Panels Quantity	23
1.	Lattice Privacy Panels.....	25
2.	Shutter Privacy Panels	25
3.	Louver Privacy Panels	26
K.	Finish Options	27
III.	ASSEMBLY & CARE.....	29
IV.	MATERIALS	30
V.	WARRANTY	30
VI.	SHIPPING	31

I. DESCRIPTION

Esther's pavilion is a scissor truss design that allows for massive sizes of up to 120' L x 60' W without as much thick timber wood as other extra wide pavilions. And, as with all our pavilions, you have complete design control over the final details to make her your very own.

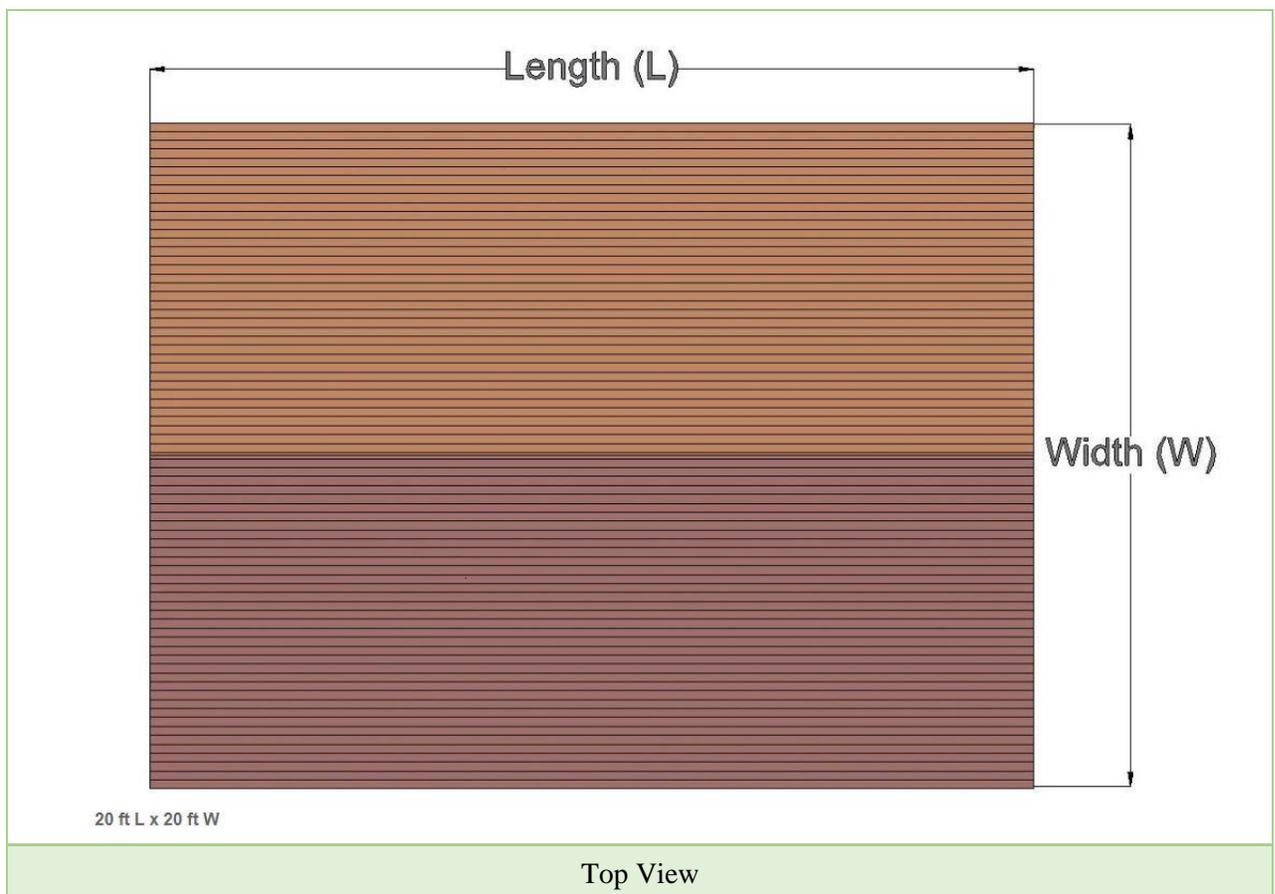
- **Any Size:** Each pavilion is built exactly to meet your needs. Choose a standard size, or select the custom size option. In both the videos and photos above, you will see examples of our outdoor pavilions from 8' to 60' built and installed all over the country.
- **Will Last Decades:** We insist on thick timber construction, extensive notching, and other overbuilding details so you don't have to worry about harsh weather conditions like high winds, snow and humidity. For Pavilions and other large outdoor structures, we offer warranties up to 20 years.
- **Work 1 on 1 with an Engineer:** We pride ourselves on giving you the attention you deserve to make sure that every detail is just right before we build. To get started on the Design-to-Done process, start by finding your favorite style of outdoor structure, and simply enter in the dimensions you think will work. Don't worry about getting every detail just right-- you can make as many changes as you need to get things right by going back and forth with your Engineer until you are completely satisfied. We won't start building your structure until you give us the final word! We recommend you set aside a month for the Design process so that you can clearly see how everything will fit together. We don't charge extra for the Design-to-Done process because it is the backbone of our promise to give you exactly what you want.
- **You Install or We Install?:** Each kit is fully composed and erected in the shop for easy re-assembly. No drilling, sanding or cutting necessary. Simply bolt the pieces back together.
- Our White Glove Assembly is available in all 50 states: Let us do the installation for you. This service includes assembly, anchoring, and details like adding flashing, curtain rods and roofing. White Glove Assembly costs anywhere between 25-45% of the cost of your structure. We are happy to provide a specific quote for you during the Design process as we finalize the details together. If you have an old structure that needs to be taken down and disposed of, let us know. We can generally add this to the scope of work.
- **Financing Help:** We design and build quickly; however, we recommend that you begin your order 2-3 months in advance. This window will allow you the time to design and review all the details. We provide a 1/3rd deposit option with 3 monthly payments so that you can take advantage of our extensive design process with a minimal cost upfront.
- **Add Roofing of your Choice:** Every aspect of this Pavilion is yours to customize. When you choose our White Glove Assembly, \$4 per square foot of roofing materials is automatically included, and is more than enough to cover the costs of standard asphalt shingles or metal roofing. 95% of our customers choose a standard roof in a color and style that matches their existing home. Other options include copper, wooden shingles or tile. Some even choose to swap out part of all of the tongue and groove ceiling for a polycarbonate roof. If you'd like a premium roofing material, or if you're doing the install yourself and would like to include roofing in your order, just let us know. Do you envision solar panels on your roof? Solar panels require no extra reinforcement. All of our Pavilions and Pergolas can hold solar panels and we can always adjust the roof pitch to accommodate your vision. With over 25 years of experience, we are here to make your dreams come true and your structures safe, sound, and ready to last decades.
- **Questions? - [Download](#) our eBook "Everything you Wanted to Know about Pergolas & Pavilions" for answers to frequently asked questions, or just [give us a call](#).**

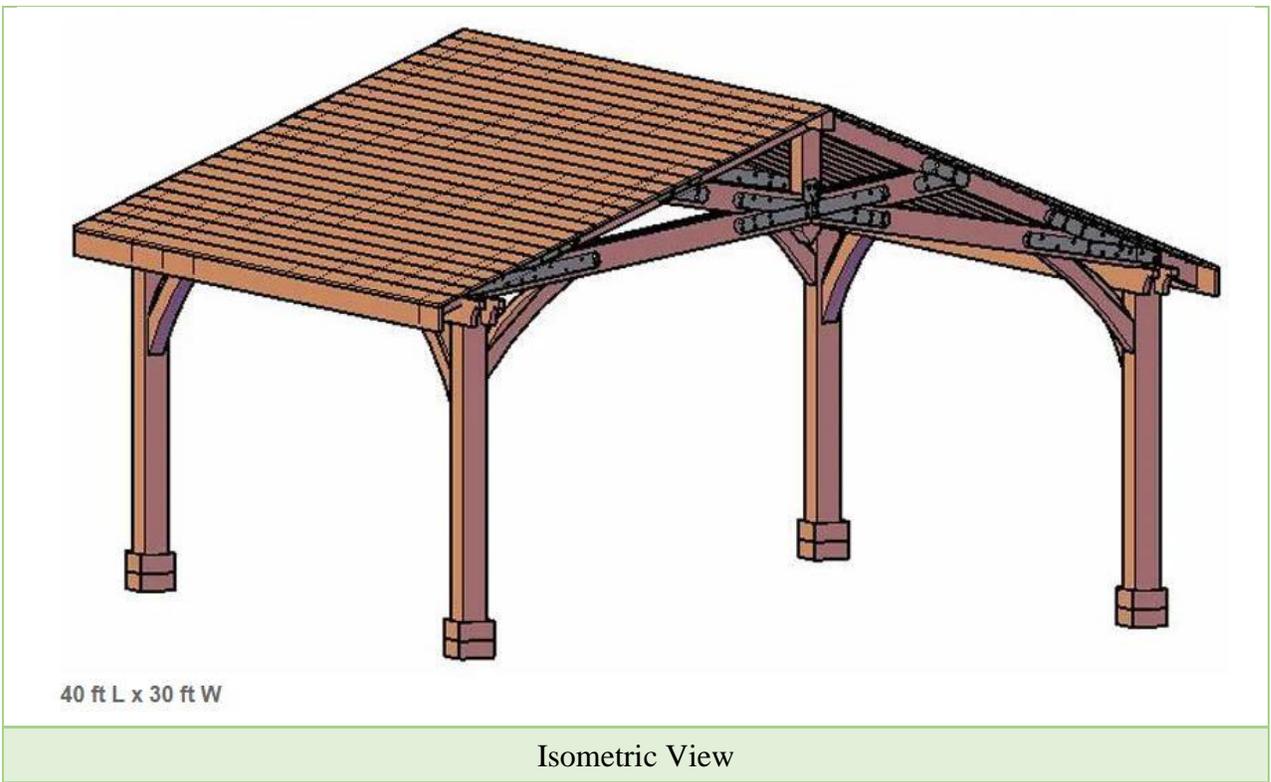
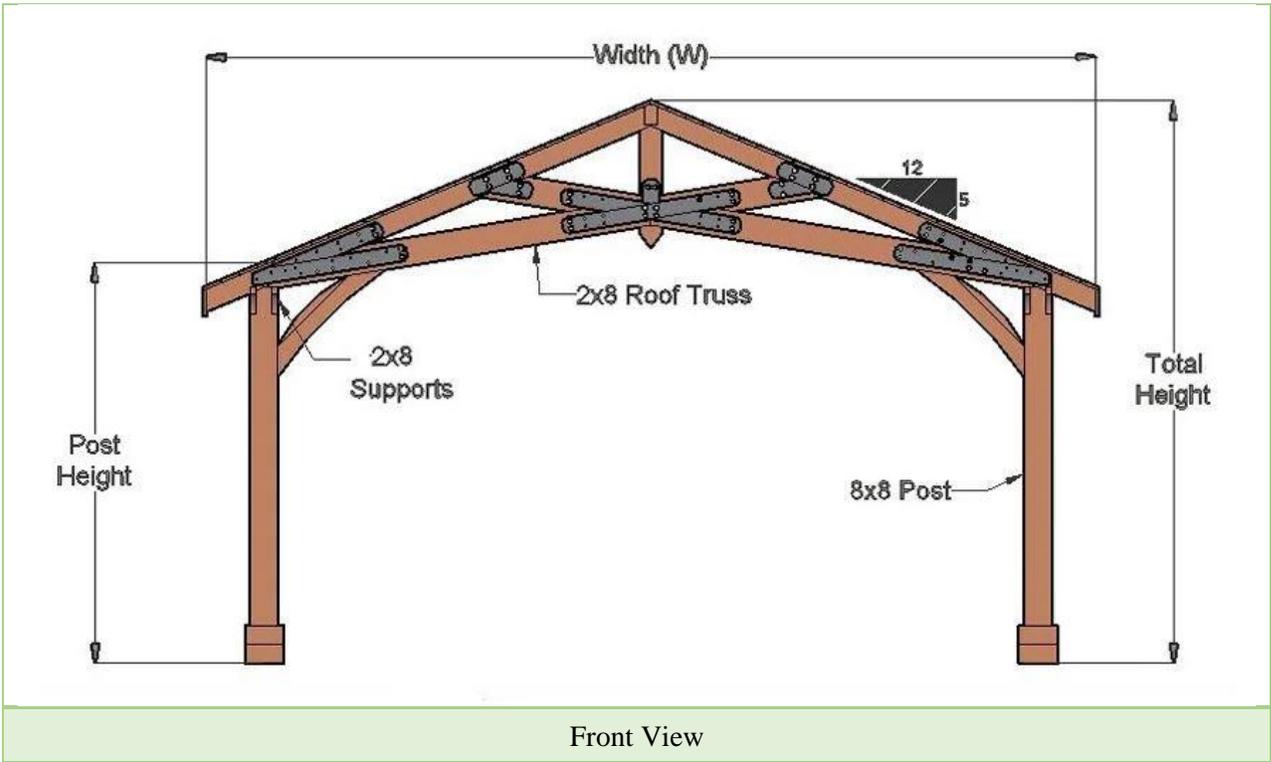
II. SPECIFICATIONS

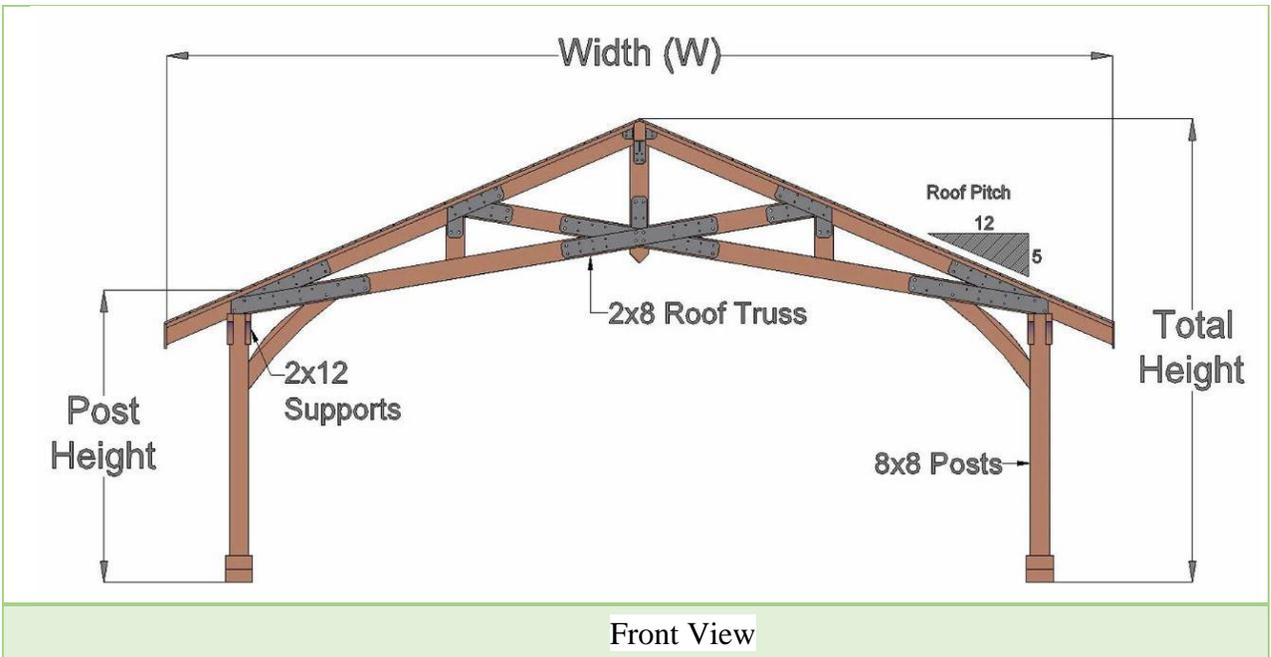
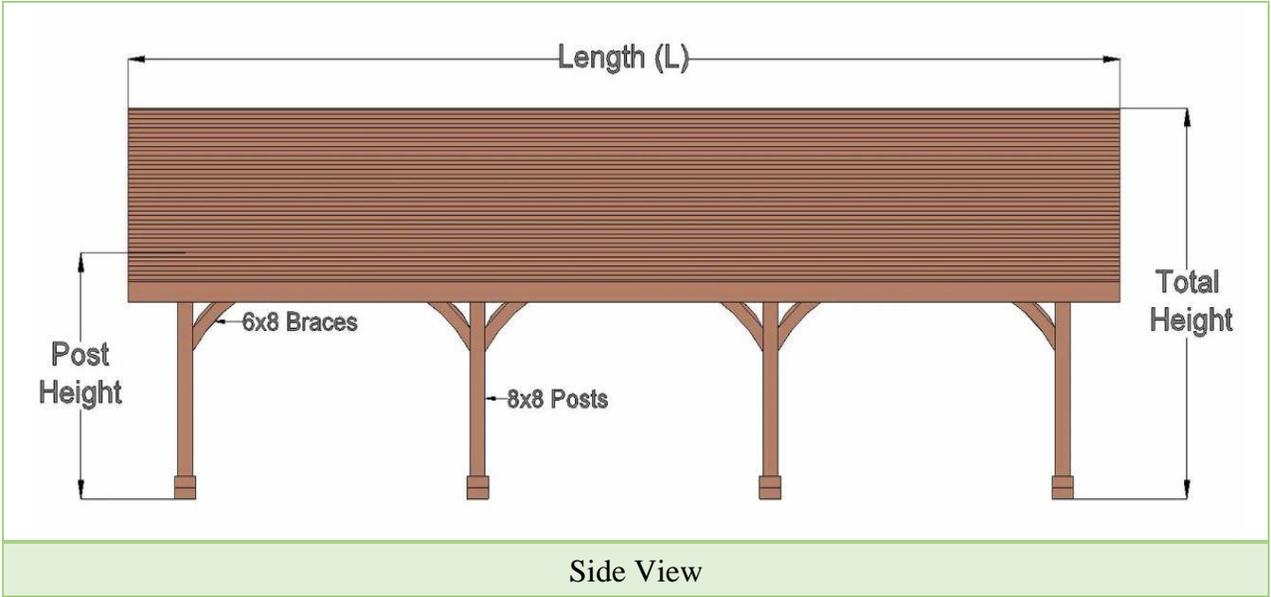
A. Dimensions & Drawings (Provided prior to construction)

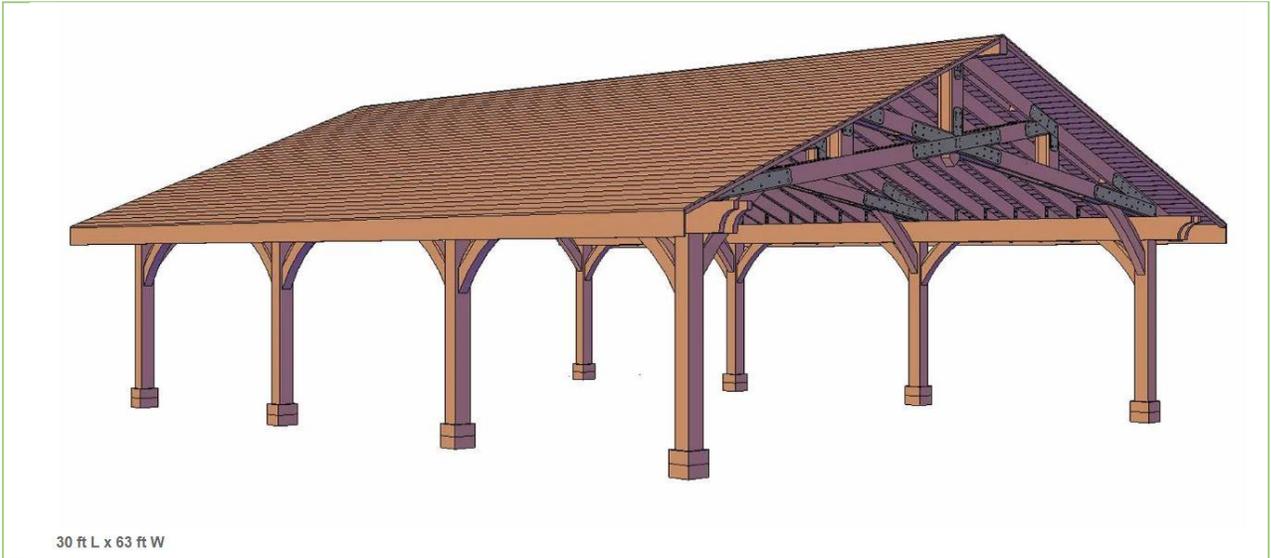
The Esther Scissor Truss Pavilion Dimensions Example:

The Esther Scissor Truss Pavilion has dimensions in lengths from 15' to 120' and widths from 15' to 63'. The length and width are the overall roof measurements. The standard roof overhang is 12". If you need a custom size, we can do it. Just [let us know](#).



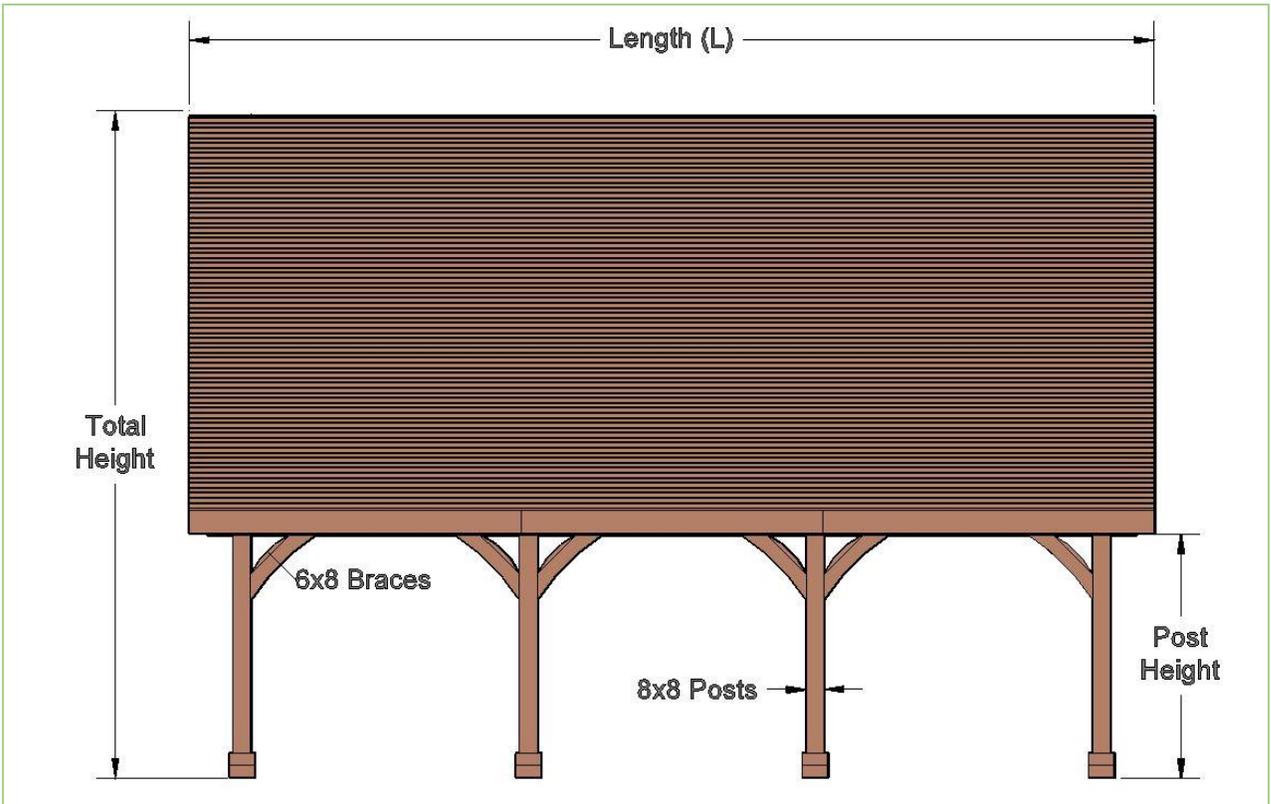




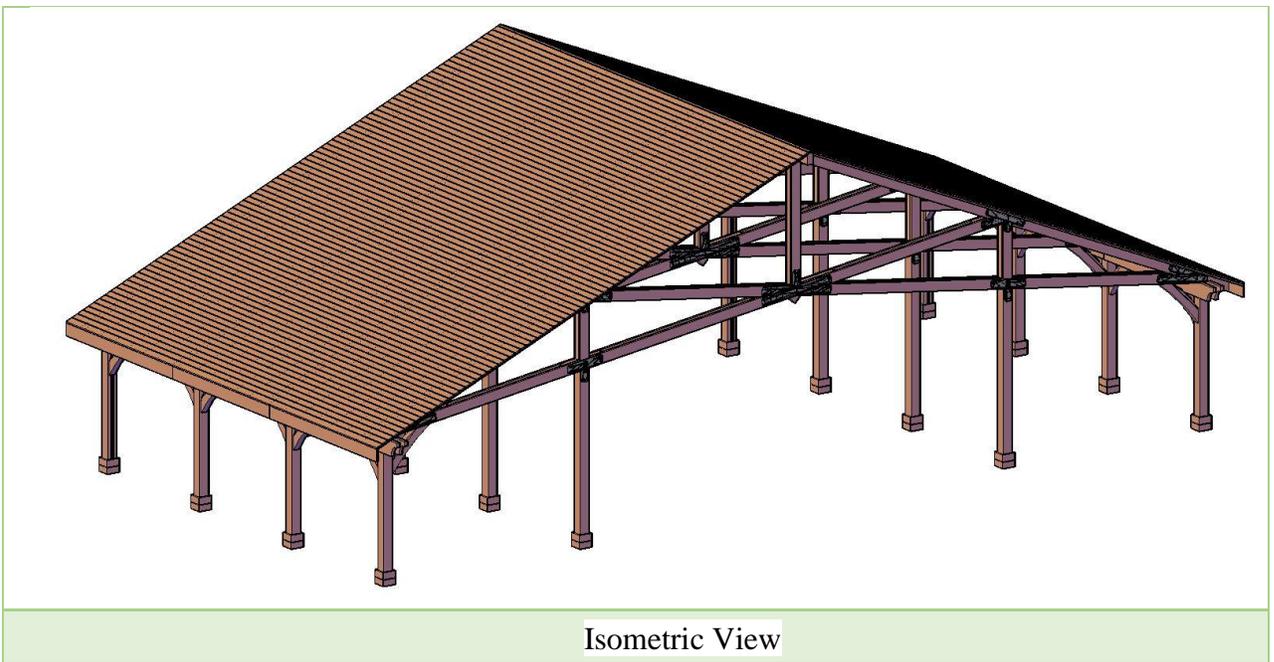
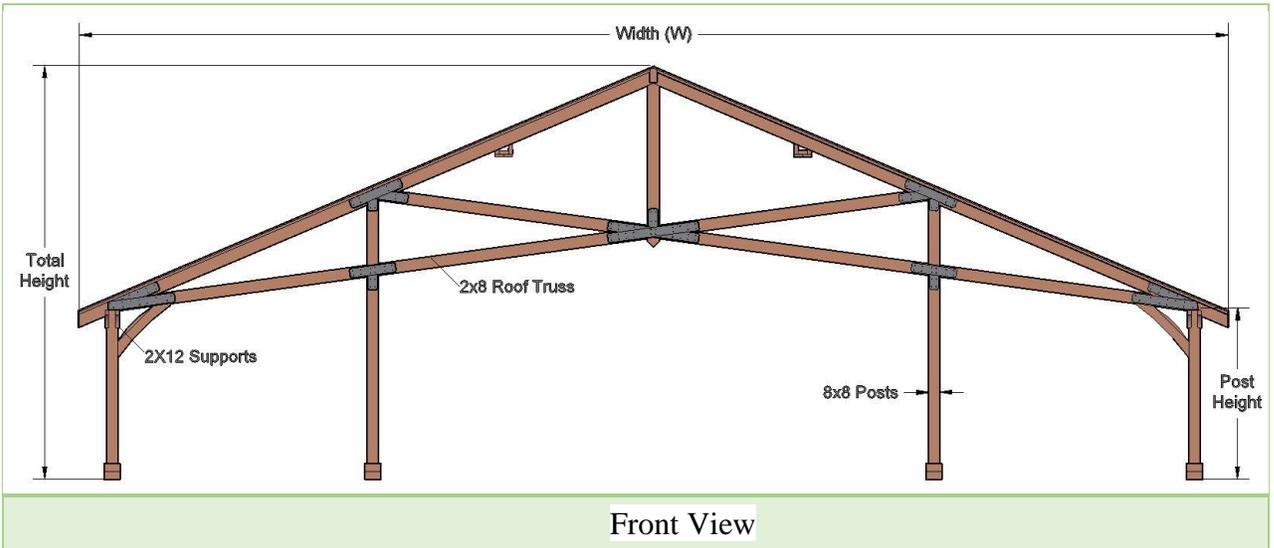


30 ft L x 63 ft W

Isometric View



Side View



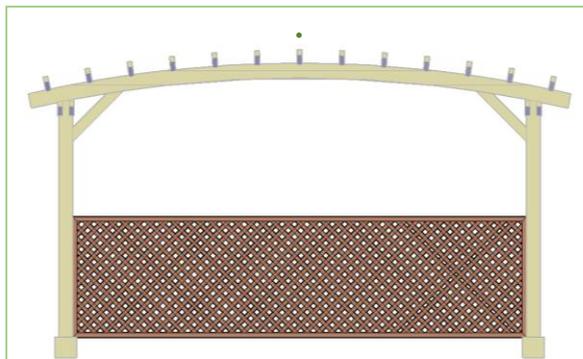
B. Privacy Panels Styles

If you need additional shading or privacy for the sides of your Pergola or Pavilion, we have several options you can choose from. And, if you do not see an option you are interested in, let us know during the drawing process of your order and we can help design a custom privacy option of your own creation.

Some of our more popular privacy options can be applied to one side or several. They can be half walled or full wall for maximum privacy. You can add the half wall options anywhere you like: top, bottom or halfway. Yes, you are in charge of the final design details 100%:

1. You can add Lattice Privacy Panels to your Pergola or Pavilion:

The lattice is normally made with 1 ¾" W slats with 1 ¾" W openings that are diagonal. We offer you several options with the Lattice Privacy Panels:



Lattice Privacy Panel - Front View



Lattice Privacy Panel - Isometric View



The Traditional Wooden Garden Pergola
with **Lattice Privacy Panels**

- Lattice Privacy Panels can be up to 48" H each. If you prefer a shorter height, just let us know in the comment box at checkout. If you want to have privacy panels from the roof to the ground on one or more sides, you'll need 2 panels to cover the approximate 8' height.
- Lattice Privacy Panel(s) can be made long enough to fit between the posts of a 20' roof side (after taking into account the 1' overhang beyond the posts and the width of the posts, this leaves up to a 17' 1" distance you can cover with any of our Privacy Panel options). You have the option of adding as many panels as you like. We always prepare drawings prior to building any Pergola. So, you'll have time to review your initial selection and make any changes to be certain the Privacy Panels are located where you'd like and that they are the correct height and height off the ground, etc.
- When ordering Lattice Privacy Panels, please let us know in the Comments Box at checkout the height off the ground you'd like the bottom of your panel(s) to be we'll drill installation holes in the posts to achieve the height you specify. If no height is specified, we'll ship your posts without holes so you can determine the best height during installation.

2. You can add Shutter Panels to your Pergola or Pavilion:

We can build your Privacy Panels as shutters. The shutters sections open in and the bottom half of the wall is usually a solid wood panels as shown. Shutters are fixed and do not open and close. Shutter panels are normally made full length from 6 inches above the ground to the height of the first timber in the roof or 8' total height. The shutter privacy option is also available in a half height panel and in a full height panel that is all shutters. If you require a different option/combo or total height, let us know.



Shutters Panels

3. You can add Louvered Panels for you Pergola or Pavilion:

We can build your privacy panels as louvers. You can have louvers installed for your Pergola for maximum flexibility in terms of light allowed in and privacy. Louver panels are made up to 8' tall and the louvers normally begin 6" off the ground. We offer the panels with louvers only or with louvers the top half and a solid wall below. You can also just order a half height louver panel (48" H) only. If you require louvers of a special size or shape, please let us know. If you would like to combine louvers and shutters or any other custom request, you can add these custom details during the drawing process of your shade structure order.



Louvers Open



Louvers Closed

C. Pavilion Height (Post Size)

The standard pergola/pavilion height is usually 9ft. and 90% of our installations are this height. Attached to ground level a 9ft post will create an 8' 4" ceiling height under the rafters. We also offer post lengths from 8.5 ft, 9 ft, 9.5 ft, 10 ft, 10.5 ft, 11 ft, 11.5 ft and 12 ft. Note for any of these your ceiling height will be 8 inches less than the post size selected.

For this size or any custom length, just note the size you want in the Comments/Special Request section. We'll contact you if it changes the pricing of your pergola.

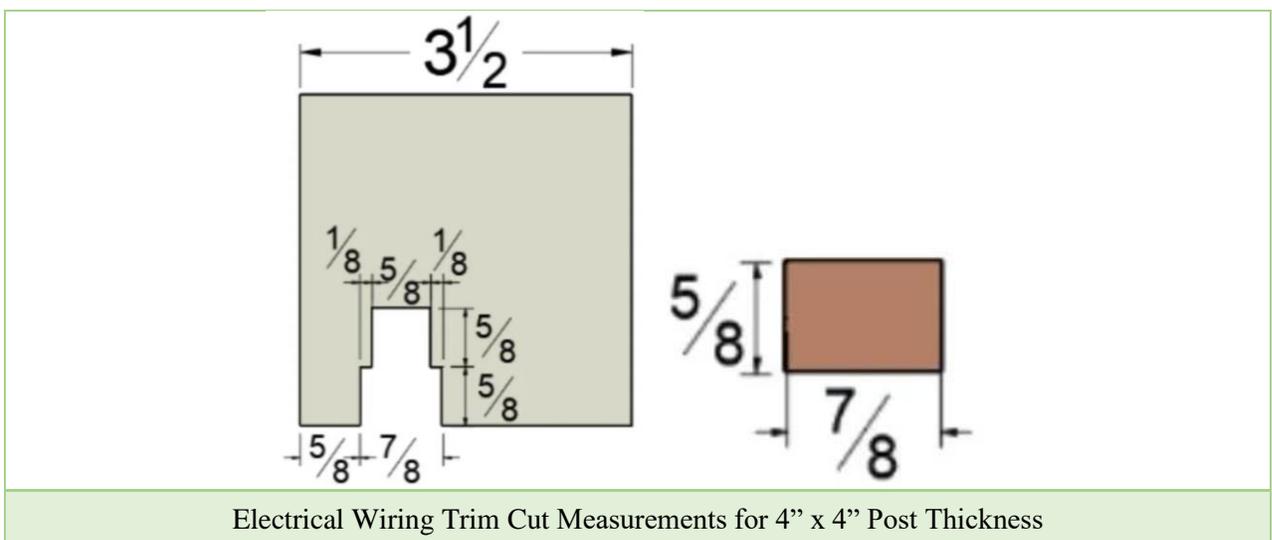
D. Electrical Wiring Trim Kit

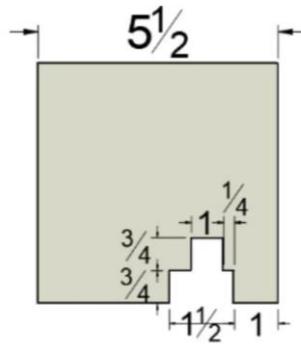
If you plan to run wiring to add lights or a fan or two to your Structure, we can add a cutout to your timbers and add a trim piece that will hide the electrical wiring beneath it (see drawings). The trim is placed on the interior side of the Post or centered to the Post (depend the thick timber) or added to Roof Supports. It is attached with finish nails for a smooth finish.

If you only want to add it to just one or two posts, please let us know in the Comment box which posts you'd like them on. They will be included in your Structure drawings that will be emailed to you within 5 business days of receiving your product order. At that point, you can make any adjustments in case the trim was place on the wrong post or posts.

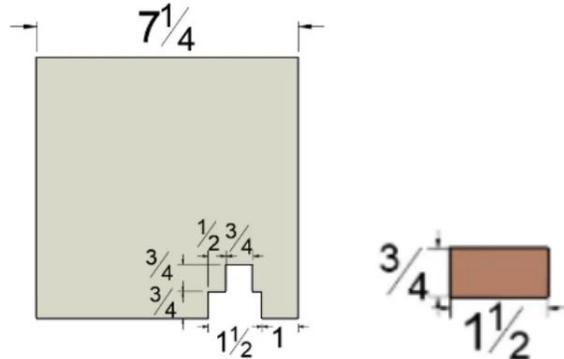
For electric wiring trim cut, these will be subject to the dimensions of the poles and their position on one of its faces, the following sequence of images illustrates which poles are and the dimensions of the corresponding cuts.

1. Standard Cut Measurements

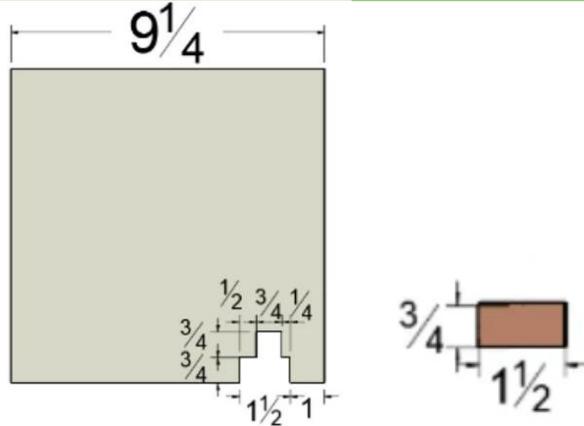




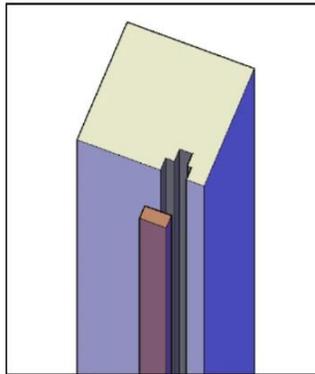
Electrical Wiring Trim Cut Measurements for 6" x 6" Post Thickness



Electrical Wiring Trim Cut Measurements for 8" x 8" Post Thickness

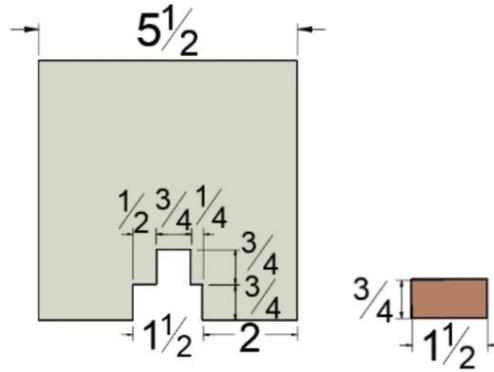


Electrical Wiring Trim Cut Measurements for 10" x 10" Post Thickness

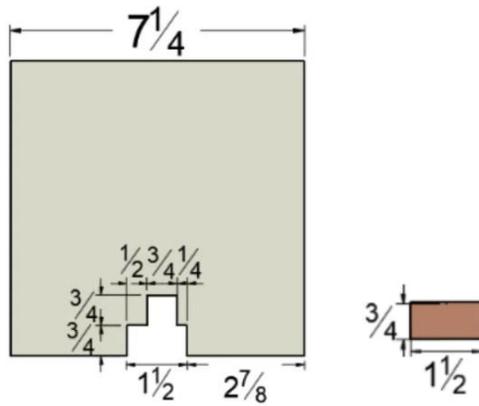


Functioning

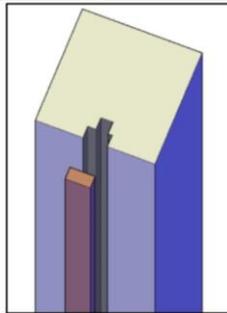
2. Center Cut Measurements



Electric wiring trim cut measurements for 6" x 6" Post thickness



Electric wiring trim cut measurements for 8" x 8" Post thickness



Functioning

E. Stainless Steel Post Anchoring

All posts should be attached to the ground. Below are the most common scenarios.

To anchor your posts for decades to come, we recommend stainless steel anchors and bolts. Our anchor kits, whether for concrete or wood decks, come with everything you need to attach your structure securely.

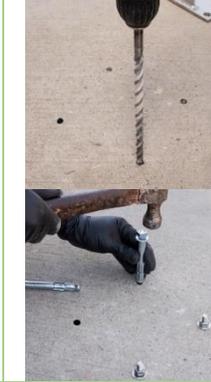
2. Option 1: Standard Anchor Kit

The stainless-steel anchors sit on the surface and attach using either 4 expansion anchor bolts (for concrete) or 4 lag bolts (if attaching to a wood deck). The posts sit in the anchor's saddle and are attached to the anchors with lag bolts provided. A wood trim box is included to hide the hardware from view (see anchor kit installation images below).

For paver, stone or flagstone patios we don't recommend attaching directly to these surfaces because you may have cracking or movement long term. Instead, we recommend installing footings (concrete foundations for the posts) to make sure you have zero issues long term.

For most applications, we recommend digging holes 30" deep (in snow areas adjust depth to go below the frost line by 6"), place cardboard Sono tubing in the hole up to ground level (see anchorage table 1 to know the diameter). Then pour concrete flush to ground level (or level with the walking surface area of your paver or flagstone patio). Allow up to 3 days for the concrete to cure before attaching metal anchors at the top of the concrete pour (see below). You can use fast drying concrete if you don't want to wait.

If you do not want the posts to wick up moisture, pour the concrete half an inch above ground level. The trim boxes will still drop to the floor and hide this detail.

				
<p>STEP 1: Place the anchor where it will be installed; mark the ground as shown.</p>	<p>STEP 2: Drill for holes as shown 1/2" wide hole 4" deep and hit down the anchor bolts (1/2" x 4") with a hammer. Then take off the nut before you place the metal anchor (note: for wood deck use lag bolt).</p>	<p>STEP 3: Place and attach metal anchor to concrete with anchor bolt (1/2" x 4") and place the post.</p>	<p>STEP 4: Attach post to metal anchors with lag bolts (5/16" x 3").</p>	<p>STEP 5: Place the wood boots over the anchors, fixed it with the screws.</p>

The photos above show the 5 simple steps to follow once your surface below the Structure is in place. Choose the anchor kit for the appropriate surface:

- **Stone, Brick or Concrete - Anchor Bolts (1/2")** for attaching to stone, brick, or concrete.
- **Wood (e.g., Wood Deck) - Lag Bolts (3/8")** for attaching to a wood deck.

Read more about anchoring your Structure in our [FAQ, including the best grade of wood to choose for your climate](#).

More technical details:

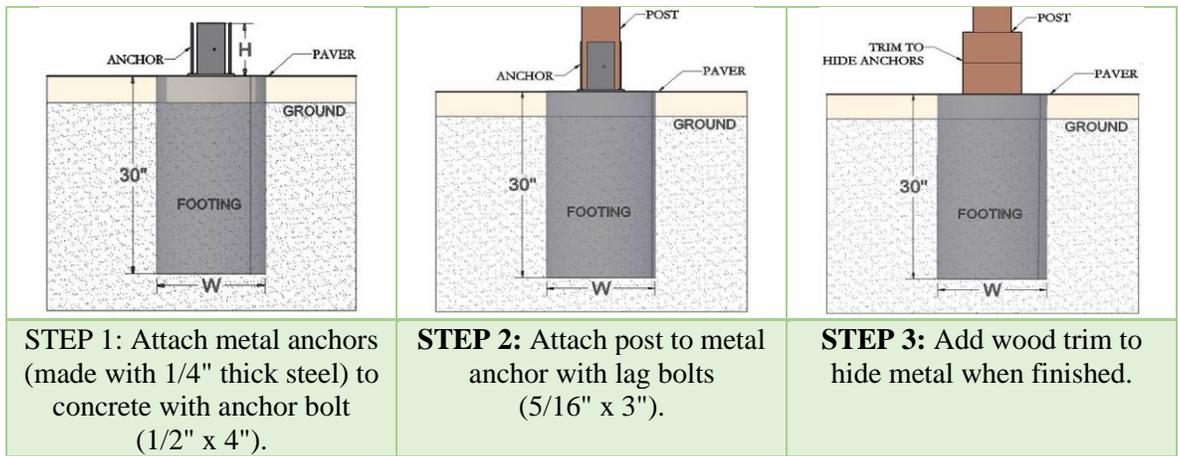
Ideally Confirm your Structure Drawings prior to laying foundations – especially for paver or flagstone patios.

By confirming your Structure drawings first, you may realize that you overlooked something or you may want to make a change that will affect the length or width. For example, for a standard 10' x 12' Arched Pergola Kit, the posts are recessed back 12 inches from the edge of the roof. This places your posts at 8' x 10' to the outside 4 corners of the posts and at 7' 6 1/2" x 9' 6 1/2" on center. If you are certain this is what you want, you can do the footings before ordering your Structure and before you receive your drawings for your order (all Structure orders receive drawings within 5 business days for your review to give you the time

and tool to make adjustments before building). Often, when customers see their drawings, they decide to change some detail like adding more space between the posts or going taller.

If you are in the process of laying a foundation for a Structure that will require footings (recommended for flagstone or paver patios), it is best to have the design finalized so that you or your contractor can place the footings in the exact location. Once footings are installed you will not be able to move the post positions causing yourself an unnecessary headache.

Paver or Flagstone Patio Installation details - If you are placing your Structure on a paver patio, pour the concrete to be level with the finished pavers. This way, after adding the trim, the bottom of the trim will rest atop the pavers seamlessly. Since the paver patio is usually a few inches above grade, you may have to pour a bit higher than on undeveloped ground to get the post height to line up exactly with the paver height. The design engineer that will be assigned to your project will detail the footings work needed as part of your design work. Below is a typical set up:



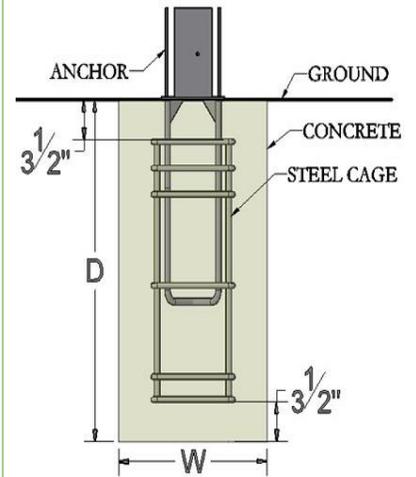
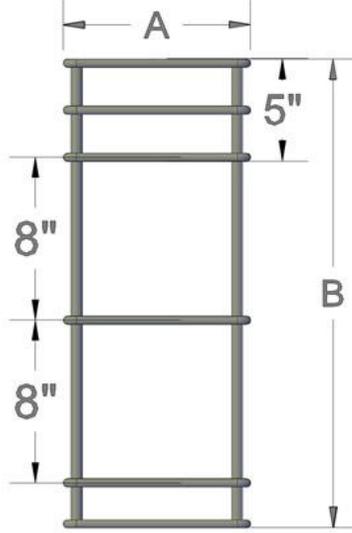
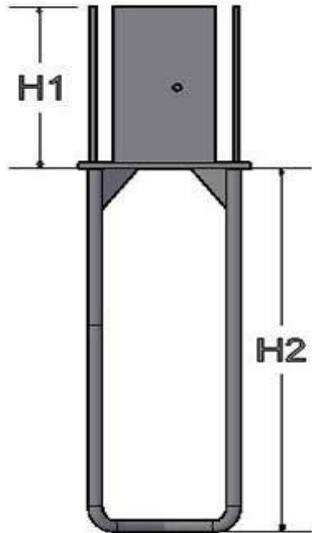
POST	ANCHOR BASES	FOOTING		
Sizes	Base Steel Gauge	H	W	Deep
3-3/4" x 3-3/4"	1/8"	6"	14"	30"
5-1/2" x 5-1/2"	1/8"	8"	16"	30"
7-1/4" x 7-1/4"	1/8"	8"	18"	30"
9-1/4" x 9-1/4"	1/8"	10"	20"	30"
11-1/4" x 11-1/4"	1/8"	10"	24"	30"

If you decide to order the Anchoring Kit, you'll have all the hardware you need and will not need anything from the hardware store if you are attaching to an existing deck. If building on undeveloped ground, just add the concrete and a bit of rebar as described above. Choose the anchor kit for the appropriate surface either wood decking or stone, brick or concrete surfaces.

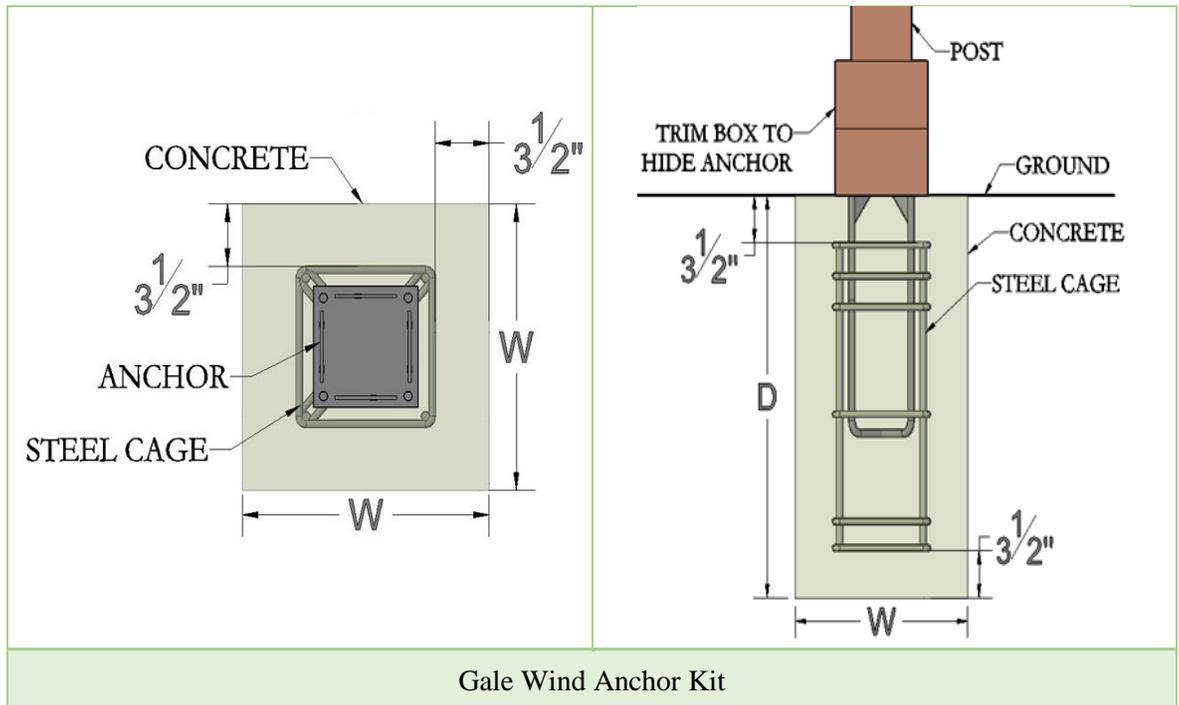
3. Option 2: High-Wind Anchor Kit



Gale Wind Anchor Kit



Gale Wind Anchor Kit



Gale Wind Anchor Kit

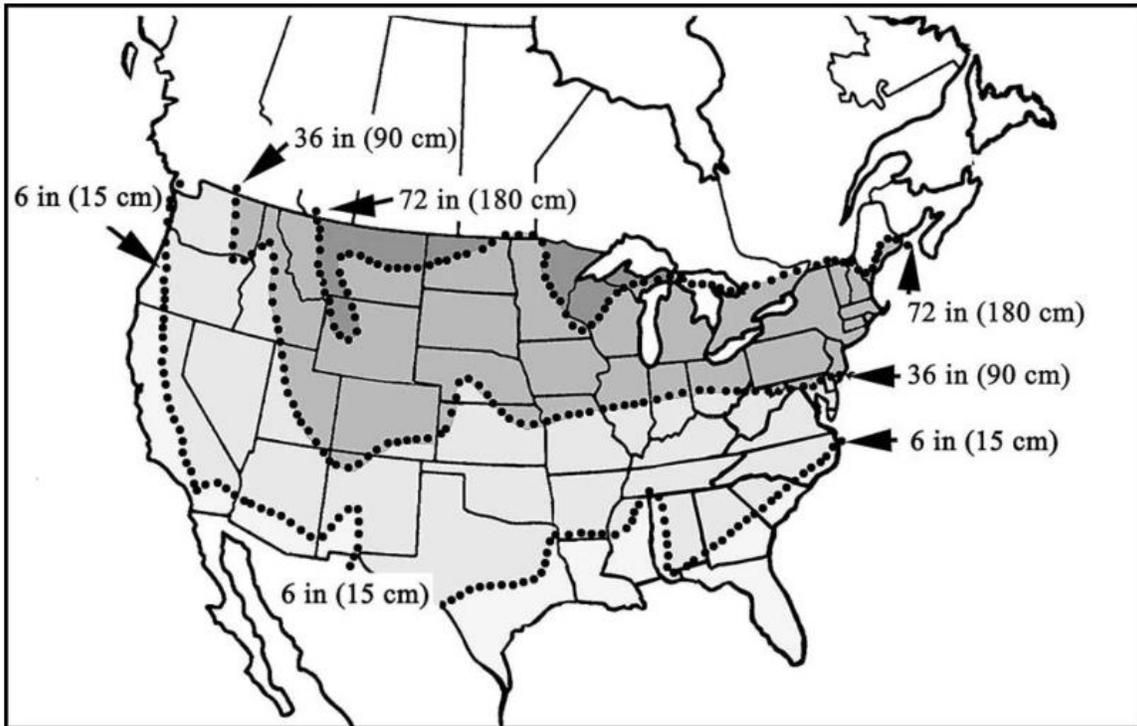
POSTS Sizes	ANCHOR BASES			STEEL CAGE			FOOTING	
	PTR Gauge	Anchor Steel Base (PTR)	Steel Base Diameter	H	A	B	W	D
3-3/4" x 3-3/4"	1/8"	6"	3/8"	12"	7"	23"	14"	30"
5-1/2" x 5-1/2"	1/8"	8"	3/8"	18"	9"	29"	16"	36"
7-1/4" x 7-1/4"	1/8"	8"	3/8"	18"	11"	29"	18"	36"
9-1/4" x 9-1/4"	1/8"	10"	1/2"	20"	13"	35"	20"	42"
11-1/4" x 11-1/4"	1/8"	10"	1/2"	24"	17"	35"	24"	42"

Note: At least 3-1/2" clearance between edge of footing and anchor is recommended.

The High Wind anchor is rated to withstand winds of up to 150 mph. They are made from 100% Stainless steel. See chart above for typical recommended footing depth, but the final footing design will be part of your final approved working drawings that you will receive as part of the ordering process. They are normally installed at a 30 to 42 inch with a significant portion of the anchor in concrete underground as shown in the drawings above. For best results, we recommend doing the concrete work at least 3 days ahead of the Structure install so the concrete will cure prior to attaching the Structure to it. You then place the wood posts in the cradle and bolt the wood to the anchor. We supply wood trim pieces to hide the hardware so the bottom of the posts looks like they have a wooden boot around them when installation is complete.

Note: If your Structure is placed in a snow area, the concrete must be 6 inches below the frost line.

Frost Line Map across the United States



This map is from the National Snow and Ice Data center and shows the frost line map across the United States. Note how it moves down from 72-inches depth to a 6-inch depth.

F. Post Decorative Trim



Standard

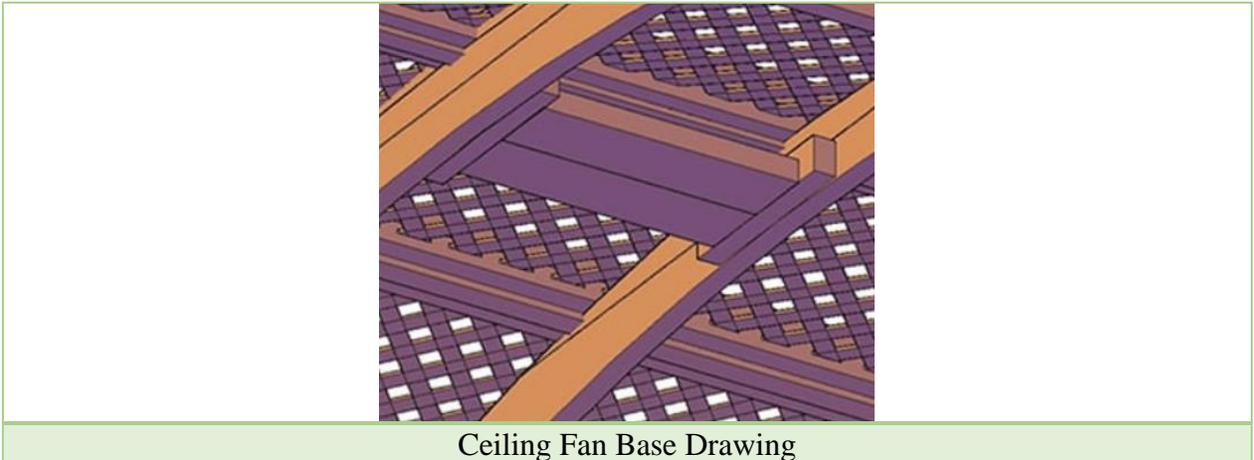


Vertical



Horizontal

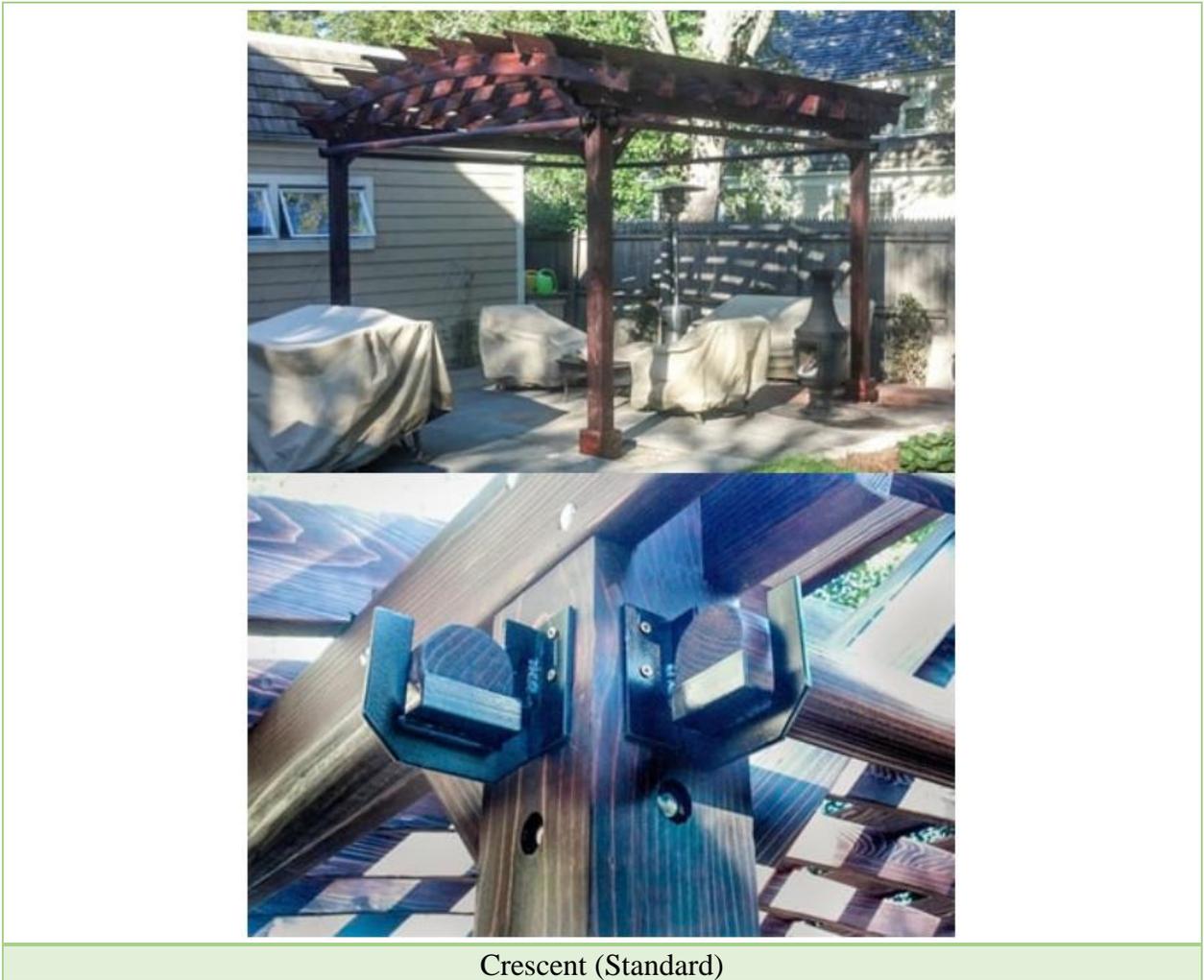
G. Ceiling Fan Bases



Attach the Ceiling Fan base between the rafters with 4 bolts (two per side). The paddle fan is usually placed in the center of the Pergola's ceiling, but of course, you can place it almost anywhere you have sufficient head space.

Many customers have told us that by far the best manufacturer is a company out of Kentucky called the **Big Ass Fan** Company. Funny name, great fans. They move a lot of air, are quiet and are probably the best in the business.

H. Heavy duty curtain rods & stainless-steel hangers



Crescent (Standard)

If you need a bit more privacy or protection from the sun, consider adding our Heavy-Duty Curtain Rods with black painted Stainless-Steel hangers. Comes complete, sanded and sealed to match the rest of the structure and the rods are made 2 11/16" in diameter so they can take plenty of abuse over the years.

A note on fabric for your curtain rods: We don't make the curtains; we recommend you have them made locally. 2 Sources for excellent quality umbrella brand fabrics is below:

- [Patio Lane](#)
- [Trivantage](#)

I. Privacy Wall or Screens



Combination: Louver Privacy Panel without Wall and Shutter Privacy Panel with Wall



Combination: Louver Privacy Panel Full Height and Shutter Privacy Panel with Wall

J. Privacy Panels Quantity

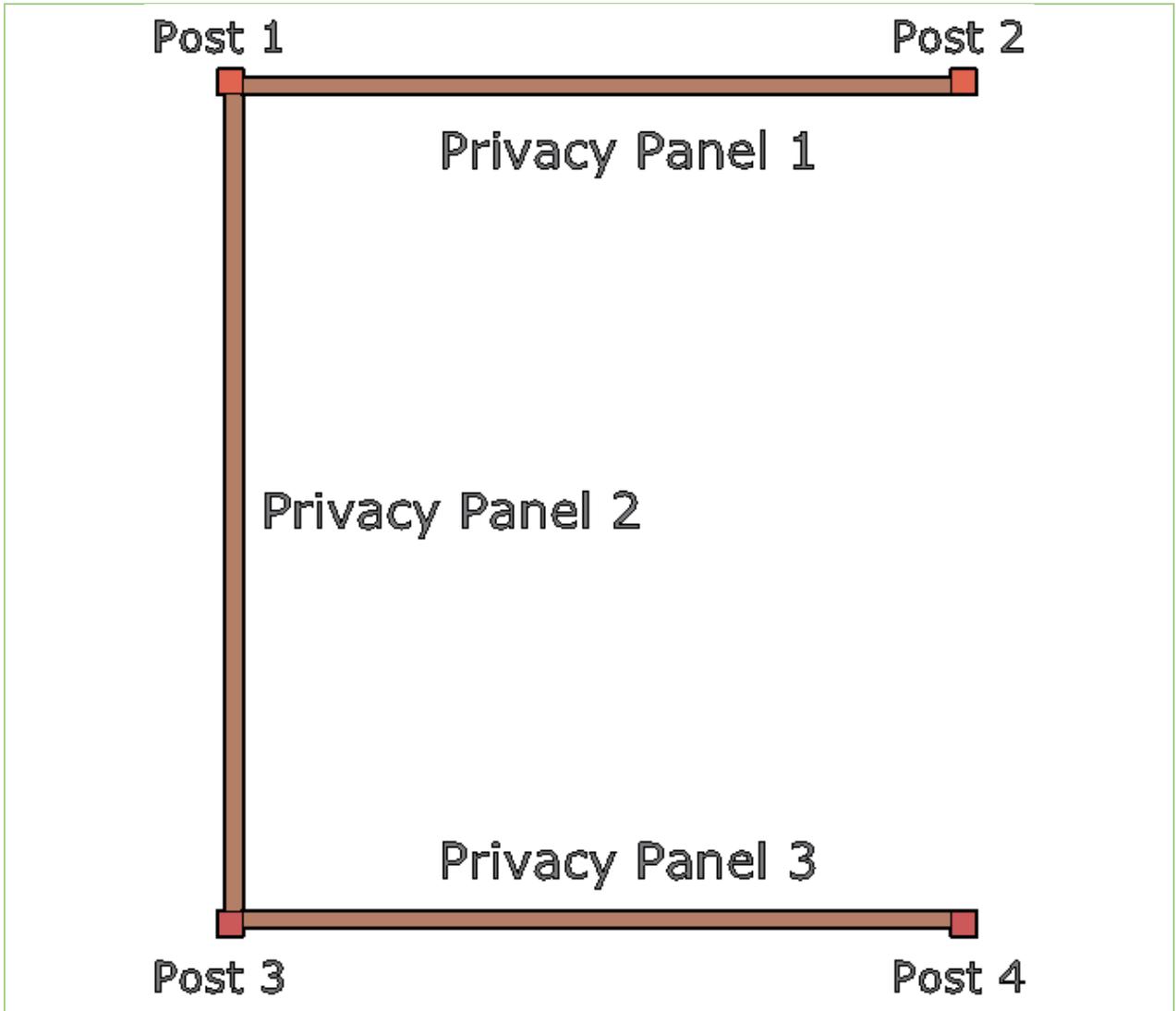
You can choose from 1 to 5 panels depending on the size of your Pavilion.

Each individual privacy panel can be either up to 48" tall or full length depending on the selection you make from the drop down menu.

The privacy panels bolt to the sides of the posts and span the entire length between posts regardless of the size of your structure. Order the amount of panels you need to bolt between posts.

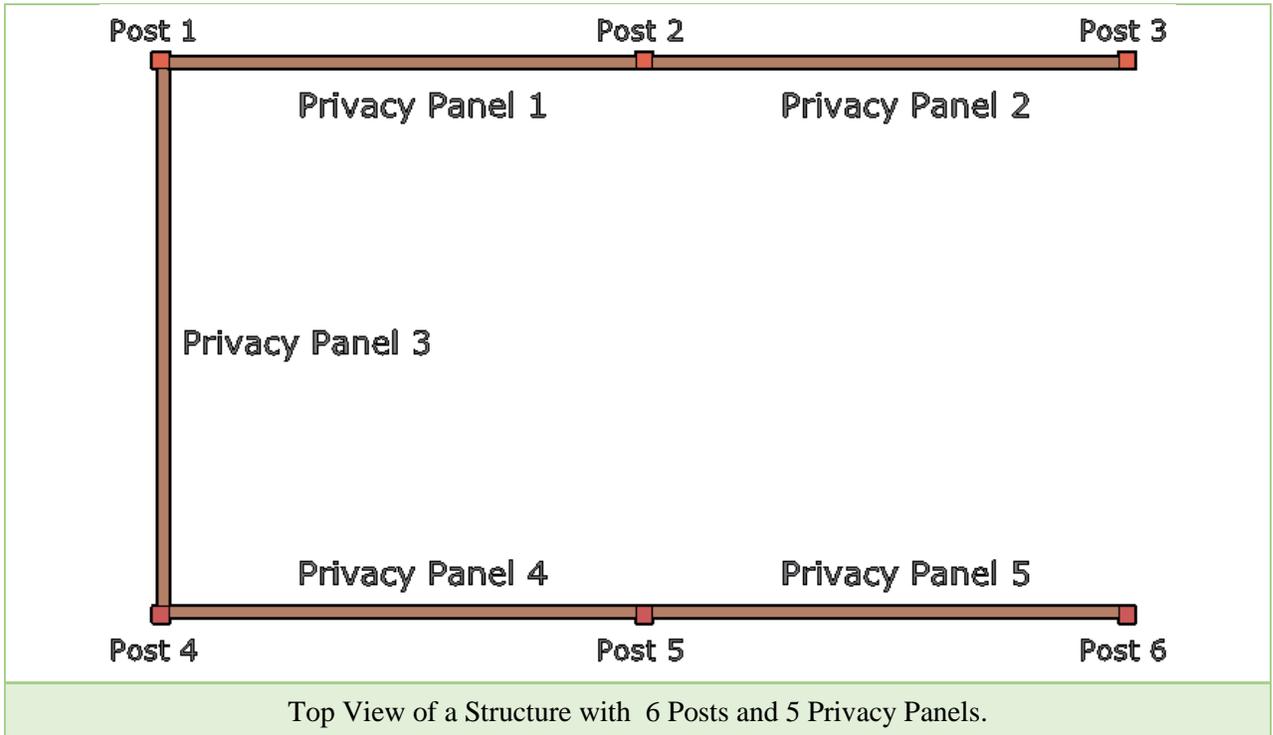
If you choose a structure that exceeds 20' on any side, you will need a total of 3 posts for that side and 2 privacy panels for that side.

For sizes between 8ft to 20ft Support Length, you can choose up to 3 of privacy panels options to install between posts.



Top View of a Structure with 4 Posts and 3 Privacy Panels.

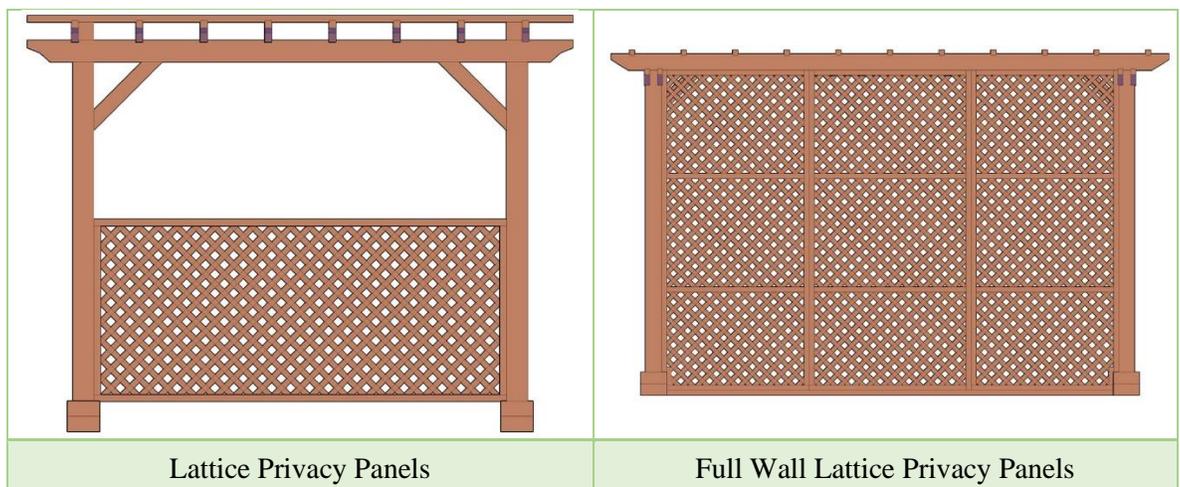
For sizes between 20ft to 40ft Support Length you can choose up to 5 of privacy panels options to install between posts.



You can configure it how you wish or you need. Keep in mind we will prepare detailed drawings of your order and you will have ample time to fine tune all details including the privacy panel placement and sizing.

1. Lattice Privacy Panels

If you want a Lattice Privacy Panels for your structure, you can choose between one of 2 options below.



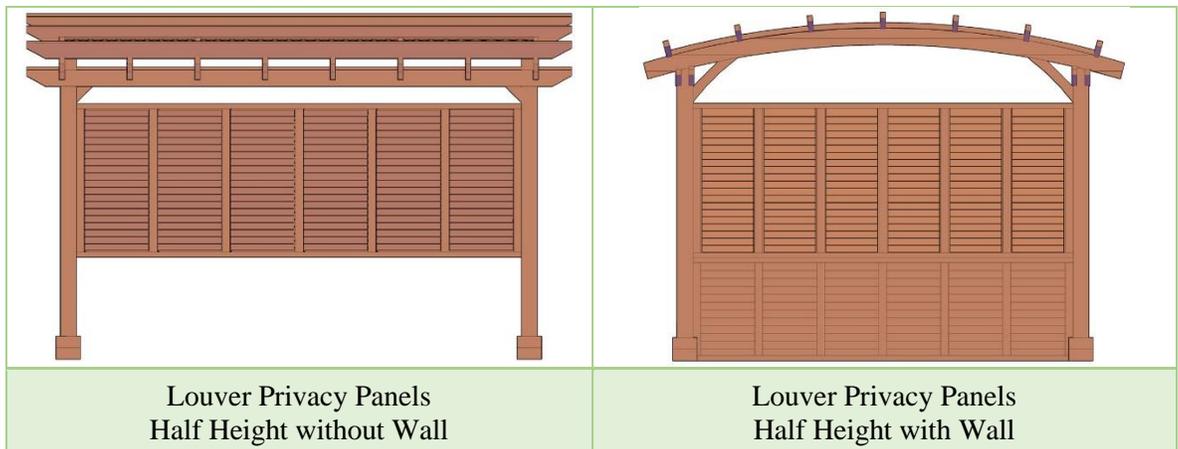
2. Shutter Privacy Panels

If you want a Shutter Privacy Panels for your structure, you can choice between 3 options, 2 of them can be reviewed with the drawings below.



3. Louver Privacy Panels

If you want a Louver Privacy Panels for your structure, you can choose between one of 3 options below.



K. Finish Options

All our furniture ships finely sanded to 220 grit for a smooth to the touch finish.

The most popular finish is our Transparent Premium Sealant. This sealant leaves your furniture looking natural and helps keep the beautiful wood surface colors from fading for several years. We use Sikkens brand finishes because they are the best finishes on the market. For more information about our finishes and how to keep your furniture looking great year after year, please go to: [Care & Finish](#).

Unfinished (fine sanding only):

If you are applying your own stain or want the surface color to fade to a "weathered look" in a few months. We do not recommend you leave your furniture unfinished outdoors for any extended period regardless of wood quality. Outdoor weather changes constantly and it is best to at least seal the wood to protect it from consistently absorbing and losing moisture.

Transparent Premium Sealant - Recommended for Outdoors:

Below are the 5 grades of wood we offer with the Transparent Premium Sealant applied. The color tones shown are close representations of the color your furniture will look like. There is no extra charge for the Transparent Premium Sealant:

				
Douglas Fir (10 yr. Warranty)	Mosaic Eco-Wood (10 yr. Warranty)	Redwood (15 yr. Warranty)	Mature Redwood (20 yr. Warranty)	Old Growth Redwood (30 yr. Warranty)

We also offer the Transparent Premium Sealant with the following stains. There is a small charge for adding these stains because it increases the total amount of coats to 4 with the sealant as the final coats:



Here is how the Coffee Stain looks like on Redwood



Here is how the Cherry Stain looks like on Redwood



Here is how the Black Premium Stain looks like on Redwood



Here is how the White Wash looks like on Douglas-Fir

Tiger Stripe Effect

Douglas-Fir when stained dark creates a "tiger stripe" effect as shown in this photo. It is beautiful and most customers love it. If you are looking for a dark consistent stain and do not want to see a "tiger stripe effect", please go with any of the Redwood grades for a more consistent stain finish.



Primers

- **Off-White Oil-Based Primer:** If you are painting a light color. We apply two coats so that it is ready for one final coat.
- **Gray Oil-Based Primer:** If you are painting a darker color. We apply two coats so that it is ready for the final coat.

III. ASSEMBLY & CARE

Assembly Instructions for: [The Esther Scissor Truss Pavilion](#)

Assembly Instructions for: [How to Anchor Your Pavilion](#)

Our White Glove Assembly is a complete onsite assembly and anchoring service. The cost varies between 25 - 35% of your structure's overall cost and includes all materials: footings work, concrete, equipment rental if needed, and standard roofing materials if needed. **Our installation teams are now available in all 50 states!**

DIY: For moderately-sized structures (up to 400 sqft.), some of our customers choose to save money by doing the assembly themselves. In general, the larger the structure, the more people and time you will need: we recommend a minimum of 3 people. If you have assembly questions, just give us a call!

Care: You should expect your furniture to last outside for a minimum of **10-40 years without maintenance**, even in climates with harsh year-round conditions. Because of our high quality wood, **the**

silver patina that will naturally occur is surface deep (less than 1/64") and is not indicative of decay. We keep our display items without refinishing as examples show off their natural aging. We like the patina! If you'd like to keep your set looking its best for decades please visit: [Care and Finish](#).

IV. MATERIALS

Our secret to making furniture and shade structures with unmatched outdoor longevity begins and ends with our wood: we use generous amounts of the most decay resistant wood available.

To keep your Forever Redwood product looking its best, we only use stainless steel hardware and the highest quality stains and sealants.

Our Primary Customer is and always has been the homeowner who appreciates the kind of quality that will last decades.

Our products are regularly purchased by organizations that appreciate longevity: the U.S. Forest Service, U.S. military installations, State and City parks, Golf Clubs and Hotels to name a few.

We are favored by many landscape architects and contractors because they can count on exceptional quality and quick personal service to complete projects.

Before shipping, each item is built by hand and constructed in the shop to ensure that your order is finely finished and carefully inspected. Old-fashioned hand building allows us to customize each and every item to perfectly fit your needs.

Because we are a Regenerative Forestry Company and carefully manage our own forests, you have a choice between 6 Wood Grades with extended warranties against decay.

V. WARRANTY

Every Forever Redwood product comes with a warranty against decay. The length of the warranty depends on the wood grade you select. **No other outdoor furniture manufacturer offers decade long warranties like we do!** The key to our success is in the wood: its excellent quality combined with extra-thick timber.

We have 6 Wood Grades. Below are listed each Wood Grade and its Decay Warranty:

- **Old-Growth Redwood-- 30 years**
- **Mature Redwood-- 20 years**

- **California Redwood-- 15 years**
- **Mosaic Redwood-- 12 years**
- **Douglas-fir-- 10 years**
- **Mosaic Douglas-fir-- 10 years**

Here at Forever Redwood, we stand behind our products. We are committed to quickly resolving any issues that might occur. For more information, please visit our [Warranty](#) page.

VI. SHIPPING

SHIPPING OPTIONS FOR HANDCRAFTED REDWOOD FURNITURE

- Rush Shipping (ships in 3 weeks).
- Priority Shipping (ships in 6 weeks).
- Standard Shipping (ships in 9 weeks)
- Free Shipping in the Continental U.S. (ships in 12 weeks)
- Wait & Save - 3% off (ships in 15 weeks)

Notes for Orders requiring drawings or approvals:

All Shade Structure orders (Pergolas, Pavilions, Gazebos and Arbors) require drawings to make sure all details are agreed upon prior to building and to give our customers the ability to customize their structures to meet their needs. We also sometimes make custom changes to Swings, Planters, Benches, Tables, and other standard production items per customer requests. If your order has a custom detail or is a shade structure, you will receive your first drawings via email within 5 business days of receiving your completed order with a deposit.

We will go back and forth with you as needed to fine tune the design to your liking prior to building it. Once you sign off on your drawings, your timeline for shipping will begin. Please keep this in mind. If you need a Rush Order and drawings, it is best you call in your order so that we can organize ourselves to both complete your drawings on an expedited basis and meet your shipping deadline.

We ship usually once every 3 to 4 days as soon as we can completely load a tractor trailer like this



We ship to any country. Orders to Canada and most other countries ship out in 10 weeks.

To see shipping costs, add an item to your cart. **For orders outside the U.S. or Canada**, enter your country in the shipping information section at checkout and the cost will be calculated. For international shipments, the shipping company will handle customs paperwork. They will contact you to arrange delivery once your order clears customs.

U.S. Assembly Service Available Nationwide: All orders over \$3,000 in size can choose to have Forever Redwood assemble for you. Choose White Glove Service in the Shopping Cart or at Checkout. For more information on White Glove, please go to: **WHITE GLOVE COMPLETE ASSEMBLY SERVICE**

If you have specific questions about shipping or drawings, please don't hesitate to contact us.





Our trucks loaded and ready to deliver to you!

Forever Redwood uses 100% recycled wood and cardboard in all packaging. We use our shop scraps to build crate panels (see photos below). Please help by reusing or disposing of these items responsibly.

Small items ship via FedEx Ground. Large orders up to 16' in length ship in crates delivered to your driveway by nationwide Common Carriers. Padded boxes inside the crate weigh less than 90 lbs for easy handling. Extra-large orders are delivered by our own 28' box trucks or by dedicated tractor trailers.



California deliveries have 8.25% Sales Tax added. Most Canadian provinces require GST and/or PST taxes be paid prior to delivery.



Each order is affixed with a small 4-inch-wide anodized aluminum plaque. Each plaque has a unique serial number and our contact information so your or anybody else can always find us 20 years time! Thank you. If you are artistically inclined, the crates make great canvases...



Judah's Tribe Lion by Patricia Vallejo