

We Take Special Care of You



Samples

We are happy to provide you with wood samples to help you select the wood that is best for your project.

Ordering

We will work with you every step of the way to ensure the quality of your order. A 50% deposit is required to reserve your materials and begin work on your order. When your order is completed, we will contact you to arrange shipment. The order will be shipped when the balance is paid. You may pay C.O.D., but be aware that a fee is charged by the shipping company.

No waste needed

Your installer may ask you to order additional wood (waste) for trimming, special installation or other needs. Sometimes he may order extra in the event some of the delivered wood is not usable. Unfortunately, some companies don't remove defects as thoroughly as others because it increases their yield and costs. Goodwin guarantees 100 percent is usable so that you can save money in the long run.

Delivery

Most popular widths are in stock and can be shipped within two weeks. However, custom orders often require more time due to the need to locate, saw, air and kiln dry, and then process in our advanced moulder/planer mill. To ensure you receive a top quality product, our staff will work closely with you to provide anticipated delivery times. When possible order as far in advance as you can.

Shipping

We take special care to provide enhanced packaging so your wood arrives safely. A count sheet will arrive with the order to confirm the actual footage shipped.

Installation

Due to technical considerations, we recommend consulting a wood floor professional. As a member of several professional wood flooring associations, we can provide guides to assist with installing and finishing.

Special Guides for Installation, Finishing and Maintenance



With every purchase, we provide all the information you and your flooring professionals need for successful acclimation, installation and finishing. These simple "dos and don'ts" put our decades of experience to work for you.

We'll also provide maintenance information...even though a mop or vacuum is all you really need. You will love the durability and easy clean-up.

LEADERS YOU CAN COUNT ON

Goodwin has played instrumental roles in the founding of the Reclaimed Wood Floor Council and Association for the Restoration of Longleaf Pine and hope to ensure that antique woods are appreciated and preserved for many generations to come. Please let us know if you would like information about these associations.

GOODWIN
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