

Steps Involved in Purchasing a TrussMark Package

- **Plan** - customer decides on a TrussMark plan
- **Plan Modifications** (if necessary) - Timber Truss will do slight modifications at a very small fee and this takes about a week. Please see the Architectural plan fee policy for more information.
- **Optional** - at this point the customer can get copies of the blueprints for a \$500 fee. The fee will go towards the cost of the package if a contract is signed later, otherwise the money will be refunded to the customer upon return of the blueprints to Timber Truss Housing Systems, Inc.
- **Estimating** – The plan is estimated with modifications and product decisions that the customer makes. There is no fee for the estimate/quote.
- **Sales Contract** - customer signs sales contract and Timber Truss will provide copies of blueprints to customer
- **Shipping** - products are scheduled and shipped according to the customer's needs

TrussMark Plan Policy

Timber Truss Housing Systems, Inc. has carefully designed, engineered, and estimated each home that we call TrussMark Homes. These homes are original designs that feature locally inspired architectural styles and meet the demands of local code. Each TrussMark Home can take approximately two to three months to originate, design, engineer, revise, check, and finally to estimate. During this process, the home is reviewed by many professionals who take into consideration how to make the home more structurally sound, simpler, and more economical to build. Every facet of the design is looked upon as a way to maximize the use of raw building materials and incorporate the latest building technology. All of these combined factors mean that years of building expertise goes into the development of each TrussMark Home.

We recognize the need to offer a wide range of products to meet customer expectations. The customer is given many choices as what types of products they choose such as windows, glazing options, shingle types, door units, cabinets, exterior finishes, among many others. Timber Truss Housing Systems, Inc. offers many choices for these items and will allow certain customization of the normal specifications. We will not allow substitutions for the products in a TrussMark Home from other suppliers. Timber Truss Housing Systems expects to generate the business that TrussMark Homes produces for the company. TrussMark Homes are offered as a way for the company to generate sales for the different product lines and this basic premise must be honored. Timber Truss Housing Systems simply can not allow a change from this policy. If a customer would like to build a home using a mix of Timber Truss products and other supplier's products, then the customer may furnish us with a complete set of custom architectural drawings, and we will happily sell whatever the customer would like quoted.