



## Questions to Ask When Shopping for Quality Shutters

General/Service	Artisan	Others
Have they been in business more that 15 years with a good reputation?	YES	
Do they manufacture in-house, rather than use subcontractors?	YES	
Do they have full details about their shutter provided in writing or on a website?	YES	
Do they have a showroom where I can see full size displays that are truly representative of the way the product will appear in my home?	YES	
Do they consistently deliver their shutters within three weeks?	YES	
<b>Warranty</b>		
Do they offer a written warranty and is it transferable to the next homeowner?	YES	
Do they service their own warranty and repair their own shutters?	YES	
<b>Wood/Materials Used</b>		
Do they provide in writing the type of wood being used and how it's harvested?	YES	
Are their materials professionally milled, laminated and computer processed for additional strength and maximum stability?	YES	
<b>Construction</b>		
Is state of the art woodworking equipment and computer controlled precision utilized to provide consistent quality?	YES	
Can they build shutter panels as wide as 50" and as tall as 120" without a divider rail?	YES	
Do they use mortise and tenon (tongue and groove) joinery to strengthen their panels?	YES	
<b>Finish</b>		
Do they offer custom paint and stain finishes so the shutters match your woodwork exactly?	YES	
Are they using environmentally sensitive water-based finishes?	YES	
<b>Louvers/Options</b>		
Do they offer a wide range of louver options (traditional, 2 1/2", 3 1/2", 4 1/2" and 5 1/2")?	YES	
Do they offer a range of hinge color options to match the hardware in my home?	YES	
Do they offer an option of putting the tilt-rod at the edges of the louver?	YES	

Specialty Applications		
Do they offer fully operable arch top shutters (i.e. no fixed louvers, full operability in both directions)?	YES	
Do they routinely address specialty applications such as sliding glass doors, atrium doors with levers, arched windows, angled windows, etc?	YES	
Service		
Do they employ their own crew of full time installers who are bonded and insured?	YES	
Do they follow up after installation with service evaluations?	YES	
Will I find a better deal on quality, real wood, locally produced shutters anywhere else?		
	NO	