

Shedtime FAQs

General Questions

Do I need a special browser to make online purchases from Shedtime?

To make online purchases from SpiritElements.com, you must have Netscape Navigator (version 4 .0 or higher) or Microsoft Internet Explorer (version 4 .0 or higher), which are SSL enabled browsers.

Will I receive a confirmation of my Shedtime order via email?

You will receive a confirmation email from Shedtime with a confirmed projected shipping date from the factory within 5 business days from time of purchase. We will also send you an email if the additional shipping charges are required within 5 business days from the time of purchase.

What is the Shedtime return policy?

Shedtime extends to each customer a quality satisfaction guarantee on every product we sell as each extraordinary piece in our collection is carefully selected using the highest standards for craftsmanship, quality and aesthetics. In the unlikely event that it may be necessary to return an item, please contact us immediately. Please view our full [Return Policy](#) .

What is the Shedtime cancellation policy?

Shedtime is committed to ensuring that you, our customers, are completely satisfied with each extraordinary product we sell. In the unlikely event that you find it necessary to cancel an order, please contact us immediately. Please view our full [Cancellation Policy](#).

Can I place my order by telephone?

You can place your order by telephone weekdays from the hours of 9:00AM to 6:00PM (EST), or by calling 336.853.7575. Orders may also be placed by fax at 336.853.7570. A Shedtime representative will contact you by phone or US Mail to confirm telephone order shipping dates and shipping surcharges.

Can I get a Rush Delivery?

Many of the items in the Shedtime collection are made to order and require longer than normal lead-time for an item to ship. In the instances where a factory has an item in stock we will work with the factory to arrange for a rush delivery if available. There will be an extra charge for a rush delivery that will be quoted by each factory in each instance.

Shed Questions

How are Shedtime buildings different from the rest?

We make one of the finest portable buildings available today. Quality is built into every facet of the building design.

What are the quality features?

- **Duratemp Siding**
Fir plywood with a hardened hardboard veneer.

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Moisture resistant and virtually defect-free exterior.

Comes pre-primed from the factory.

- **All exposed lumber is Primed with a quality primer.**

We prime all cut edges and the engrains as well.

This halts the plywood from wicking moisture from the bottom.

A coat of primer will improve the finished paint job and increase its' lifespan.

Priming the engrain reduces the woods ability to absorb moisture.

- **Construction is totally 16" O.C. (on center)**

This gives your building strength from falling tree branches as well as complete protection from damaging heavy winds.

Making your building strong increases its' lifespan.

- **All windows and doors have a Header and Jacks for strength, and the windows will have the Sill Plate locked in so that it cannot twist or warp if it gets wet.**

- **Double Top Plates on every wall.**

Locking the walls together at the corners gives additional strength. Buildings will lean to one side or the other when not properly built.

- **Double braced doors**

In giving the doors extra support, they will resist twisting and warping.

Shedtime builds the heaviest door on the market.

- **All hardware is heavy-duty grade.**

Hinge screws are ceramic coated

Window screws and all trim nails are stainless steel.

Nails for construction are Heavy-coated Galvanized screw shank.

Nails used on Pressure-treated lumber are double-dipped Galvanized.

Your building is built for long-term use.

- **The building is trimmed with solid colored vinyl.**

The advantage here is maintenance free trim works.

No warping / no splitting / no checking / no painting / no rotting

- **The overhang is caulked before we sheet the roof**

This means less bugs.

- **Inside House Corners are installed with all of the buildings we build.**

This makes your structure easy to insulate and finish the interior.

Increasing the strength of the building only adds to its versatility.

Versatility, portability, and the longest lasting building sold anywhere.

How far will you deliver a building?

We will deliver within 50 miles of Linwood, NC free of charge with a small per mile charge after that. Our normal delivery area is North Carolina, South Carolina, and Virginia, but we are consistently finding new ways to expand our service area. Give us a call at 336-853-7575 to discuss how we can put one of our high quality buildings in your back yard.

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How durable are the floors?

Top grade pressure treated lumber is used on the floor section. 2" x 6" pressure treated floor joists are spaced 16" O.C. and multiple 4" x 4" pressure treated runners are spaced close to provide even weight distribution. 5/8" to 3/4" top grade plywood is used for the flooring insuring many years of solid service.

How often will I have to paint?

On all of our wood buildings we use an Industrial Grade 100% Acrylic Semi-Gloss that will last a minimum of 10 years.

Can I customize the building layout to suit my needs?

Our standard buildings come with Double Doors and 2 Windows. You can place them however you like. No Extra Charge! We also build unique Custom Buildings where the design is totally up to you.

Do you build on site?

We will build on site for 20% of the cost of the building. The majority of our buildings are built at our facility and we can deliver up to a 14' wide building. Any building wider than 14' must be built on site.

Gazebo Questions

Is there much site preparation involved?

All a gazebo needs is a flat, level piece of ground at least as big as the gazebos' footprint.

Are your Gazebos well built?

We build just as much quality into our Gazebos, as we do with our buildings and sheds. For a detailed view of the quality components in each style of Gazebo, please click the appropriate link.

[Gazebo Kits](#)

[Wood Gazebo](#)

[Vinyl Gazebo](#)

I want a unique gazebo. Can I customize my gazebo the way I want it?

We offer many options you can select to make your gazebo a true "one of a kind". Please click the following link to view a guide to help you decide on the many options available.

[Gazebo Design Guide](#)