

THE METROPOLITAN BUILDER INSIDE SHOWCASE



HARDWOOD
PRODUCTS

Hardwood Products Offers
Quality, Service, Pricing

Houston, Texas



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By Kathy Bowen Stolz

Despite Hurricane Harvey, the COVID-19 pandemic and the international shortage of lumber, Hardwood Products' Chris Gibbs reports that his family-owned warehouse lumber and custom milling business is up to each and every challenge.

"We take a lot of pride in keeping a lot of inventory. We've got the material to cover just about everybody. Despite the current shortages in the industry, we haven't run out of our main items. That's a point of pride for me," Gibbs, who is general manager and vice president, said.

"We try to bring in quality products with higher grades of lumber and plywood at a competitive price than you might find in a big box store," Gibbs emphasized. "We also have a lot of different sizes and widths available. And we deliver to Houston, Spring and Pasadena areas, usually the next day at no charge."

The company offers a variety of hardwoods, including alder, basswood, beech, birch, cherry, mahogany, red and white oak, poplar, teak and walnut. Its softwoods include cedar, cypress, Douglas fir, ponderosa pine and yellow pine. Its wood-based products include veneers, particle board, laminate, medium-density fiberboard (MDF) and melamine.

Unlike big box home improvement stores, Hardwood Products also sells 25 species of exotic and semi-exotic woods, such as African mahogany, afromosia, lacewood, leopardwood, purpleheart, wenge and zebrawood.

Hardwood Products also covers contractors' needs by selling Pionite®, etch tape, glues and drawer hardware. However, it doesn't sell doors and framing materials, Gibbs pointed out.

Ten years ago the Gibbs family expanded its services to



include custom milling and moulding. “We started out with one small moulder, and now we have four,” Chris said. “We have a line-up of common moulding profiles in stock and can fill custom orders within seven business days.” It offers moulding in a variety of hardwoods in addition to decorative wood products, such as corbels, posts and columns, table legs and feet and fireplace mantels.

Among its customers are residential and commercial contractors, remodelers, cabinet shops, schools districts and universities, but it will help anybody who walks in the doors.

Gibbs explained that the company places a high value on taking care of people. “Our customers say that they prefer Hardwood Products over many of our competitors because of our attention to service, product knowledge and the way orders are managed.

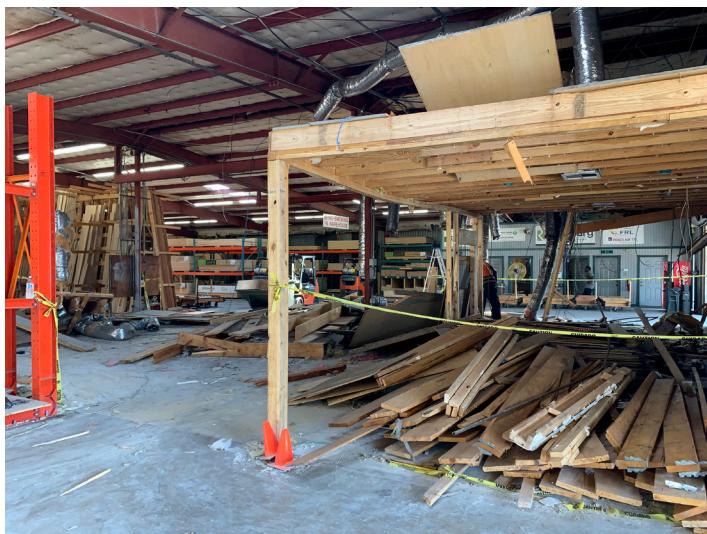
“Customers can actually pick out individual pieces of lumber and plywood from our warehouse. We are transparent. We have nothing to hide here as far as our grade,” this second-generation lumberman explained. “We will deliver that hand-picked lumber in bundles or stacked.”

Customer service is key to the company’s success. “We try our best to make everybody happy. It’s a pretty challenging industry. It’s a very competitive industry. We measure our



success by the number of accounts that we acquire and hang on to. It's tough to maintain and retain accounts. We're know we're successful because we're taking business away from the other guys. That speaks volumes for us."

Gibbs recognizes that his employees are critical to the company's success. A total of 29 employees work in outside and inside sales, warehousing, production, delivery and the office. "I have a great crew that's been with me a



long time -- 15, 16, 20, 21 years. They are very capable and set the foundation for our success pretty well."

That success got its start in 1977 when Chris' dad, Cy, and his brother, Bob, bought a rail-car-full of plywood that another lumber company had refused. Chris has worked for the company since he was 11 years old, becoming a full-time employee 31 years ago after stints at two other lumber companies.

"I thought for sure I'd be doing something different, although I had no idea what it would be. Working with wood gives me a good feeling. It makes me happy. We're not interested in going anywhere, and we're not interested in selling the company," Chris stated. "We're producing good numbers and good products. In fact, we may add a branch in Houston."

*To contact Hardwood Products,
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email chrisgibbs@hwp.us
or visit www.hwp.us.*

*Its warehouse is located at
1585 W Sam Houston Pkwy N, Building A,
Houston, TX 77043.*

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