



**Lead-times**

<b>Cabinet Systems Products Lead-times</b>		
<b>Product</b>	<b>Lead-time in Workdays</b>	
	<b>Standard</b>	<b>Expedite</b>
Cabinet Systems with Program doors CRP-10 and TW-10	7	4
Cabinets with custom doors/Specialty products	7	See Custom lead-time
Cabinet Parts	7	4
Finished cabinets with wiping stain	Add 5	Add 5
Finished cabinets with wiping stain and glaze	Add 6	Add 6
Custom Front Frames*	7	2-4
Custom Drawer Boxes*	6-8	2-4

\* See Custom Product Manual for more information

Overall order lead-time is determined by the item with the longest lead-time. Refer to our Custom Product Manual for lead-times and other ordering specifics on custom products.

**General Lead-time Information**

- Only complete orders will be scheduled for production.
- Lead-times are based on normal business days, which excludes weekends, company holidays and non-workdays due to acts of nature. Lead-times do not include transportation time.
- During the order entry process, each order is scheduled and committed to a production schedule. This process is completed at the end of each day and, assuming no problems are encountered, ship date is assigned to the order. This ship date appears on the order acknowledgement.
- Orders containing products with different lead-times are given the lead-time date of the longest product. Customers wishing to split their orders and receive products when ready must note that on their purchase order.
- Published lead-times do not include time needed for extra options except where otherwise stated. Option lead-times can be found in the Design Options section of the Custom Product Manual.
- When using the Conestoga route truck delivery service, lead-times will vary according to your truck's delivery schedules. Consult your Customer Service Team or Sales Representative with route truck questions and schedules.
- Products processed through our Special Designs Department may experience extended lead-times.

## Order Timing

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- Lead-time scheduling may be delayed if order placement problems are encountered. Orders with questions will not be scheduled for production until all questions have been answered by the customer.
- All standard orders processed with open terms and received by 9:00 a.m.(EST) on a workday will have the lead-time dating begin that day. Orders received after 9:00 a.m.(EST) will have the lead-time begin the following day.
- Expedite orders received prior to 1:00 p.m.(EST) will be eligible to go into production the same day. Any expedite order received after 1:00 p.m.(EST) will be eligible to go into production the following day.
- Lead-time scheduling for orders of exceptional quantity or complexity may be delayed.
- 100% prepay orders will be eligible for scheduling one day after receipt of payment. Lead-time calculations begin upon the receipt of payment, **not** receipt of order. Orders prepaid using American Express, Visa, MasterCard or Discover obtain quick approval.

## Expedite Programs

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Conestoga's expedite program is designed to aid customers in emergency situations where product is needed to complete a job. The expedite program is based on available capacity and established expedite ceilings.

- Code Green expedites can only be used with Cabinet Systems orders. These expedites ship in 4-5 days, with a 35% upcharge.
- The expedite lead-time for a custom door ordered with Cabinet Systems products will be based on the door design.
- Orders containing products with different lead-times will be given the lead-time date of the longest product.
- There is a six piece limit on all Cabinet Systems expedite orders.
- All expedite orders go into production the day after the order is received, assuming that no order placement problems are encountered.
- Finished products can be expedited. To calculate the lead-time take the product expedite lead-time and add the standard finishing lead-time.
- All expedite upcharges are calculated on a "percentage of the order" basis. More detailed information can be found within the relevant lead-time charts.
- Every item on an expedited purchase order will be subject to the upcharge. To expedite only a few items, separate those items onto a different purchase order.
- Expedite charges are based on the net amount of all products ordered before shipping, special handling and taxes are applied. Expedite charges are shown as a line item at the bottom of both the acknowledgement and invoice.
- For additional information regarding our expedite programs, see the Lead-times section of the Custom Product Manual.



## Replacement Programs Lead-time

- Products erroneously produced by Conestoga will be replaced with no expedite upcharges.
- Products damaged or erroneously ordered by the customer will be replaced on a Code Red expedite with no upcharges if possible. Replacement orders must contain products that the customer previously ordered. Documentation will be requested. There is a six piece limit.
- Entire custom kitchens damaged or incorrectly ordered by the customer will be replaced on a Code Blue expedite in approximately half the standard lead-time with no upcharge if possible.
- Cabinet Systems products damaged or incorrectly ordered by the customer will be replaced on a Code Green expedite with no upcharge if possible. Replacement orders must contain products that the customer previously ordered. Documentation will be requested. Code Green expedites are limited to six pieces.

<b>Replacement Expedite Program – Customer Issues</b>	
Customer damages/misorders	Half the standard lead-time
<b>Replacement expedite lead-times, maximum quantity permitted</b>	
Cabinet Systems	20 cabinets
Custom drawer boxes, 5/8"	15 boxes
Custom front frames	10 pieces