

## General Lead-Time Information

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- Lead-time scheduling may be delayed if order placement questions are encountered. Orders with questions will not be scheduled for production until all questions have been answered by the customer.
- 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.
- Published lead-times are not guaranteed and can vary according to incoming order volume, material availability, capacity restraints, labor requirements and other factors.
- Following the order entry process, each order is scheduled and committed to a production schedule. This process is completed at the end of each day; assuming no questions are encountered, a ship date is assigned to the order. The ship date appears on the order acknowledgement and can be viewed on the CBP (Customer Business Portal).
- Orders containing products with different lead-times are given the ship date of the product with the longest lead-time. Customers wishing to split their orders and receive products when ready must note this on their order.
- Published lead-times do not include time needed for extra options. Option lead-times add-ons can be found in the Design Options section of this 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 with route truck questions and schedules.
- Large quantities, complex orders and products processed through our Special Designs Department may experience extended lead-times.

## Order Timing

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- All standard orders processed with open terms and received by 9:00 a.m.(EST) on a business day will have the lead-time begin that day. Orders received after 9:00 a.m.(EST) will have the lead-time begin the following day.
- 100% prepay orders will begin the manufacturing process one business day after receipt of payment. Lead-time calculations begin upon the receipt of payment, **not** receipt of order. Orders prepaid using Visa, MasterCard, American Express or Discover obtain faster approval.

## Expedite Programs

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- Conestoga's expedite program is designed to aid our customers in **emergency** situations where product is needed to complete a job. The expedite program lead-time is based on available capacity.
- See charts on pages 2.2 and 2.3 for lead-times, piece limits and upcharge costs. Some out-sourced products may not be eligible to be expedited; contact Customer Service for availability.
- 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.
- Code green expedites can only be used with Cabinet Systems orders. These expedites ship in 4-5 days, with a 35% upcharge. There is a six piece limit on Cabinet Systems code green expedite orders.
- The lead-time for a custom door ordered with Cabinet Systems products will be based on the door design.
- 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 Schedule and Upcharges

Conestoga's lead-times are based on the type and complexity of the product. See previous pages for details on lead-times and expedite programs. All lead-times are subject to change due to seasonal fluctuations. Options may add additional lead-time.

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Lead-Times

Lead-Times and Expedites							
Doors & Drawer Fronts	Standard	Code Red			Code Blue		
	Days	Days	Upcharge	Piece Limit	Days	Upcharge	Piece Limit
Simple & Mitered doors & drawer fronts (Raised Panel, Plywood Panel, Mitered Raised & Plywood Panel, Slab, Batten & Edgebanded Designs)	10	2-3	50%	6	5	25%	30
Complex doors & drawer fronts (Applied Moulding, Quarter Circle, Raised Panel Complex, Presidential Square & Cathedral, Grooved Panel, Arts & Crafts, Louver Doors & Sandwich Drawer Fronts)	10	2-4	50%	6	5	25%	N/A
Wainscot products*	10	2-6	50%	6	5	25%	30
Allure, Envoy, Impresa, Metro and Strata	10	3	50%	6	5	25%	30
Radius products	10	2-4	50%	6	5	25%	30
MDF products (1-piece & 5-piece)	10	2-3	50%	6	5	25%	30
Aluminum framed doors	10	N/A	N/A	N/A	5**	50%	N/A
Parapan® doors and related products	10	N/A	N/A	N/A	N/A	N/A	N/A
Polyethylene products	10	N/A	N/A	N/A	N/A	N/A	N/A
<b>Finishing</b>							
Wiping stains, wiping stains w/glazes, Truetone stains & Colourtones	STD + 5	4	50%	6	9	25%	30
Prism Paints & Prism Paints w/glazes	STD + 6	N/A	N/A	N/A	N/A	N/A	N/A
Colourtones with glazes & Heirloom	STD + 6	4	50%	6	9	25%	30
Primed products (MDF & wood)	STD + 5	3	50%	6	8	25%	30
DuraGuard® products (5 gallons or less)	3	2	50%	5 Gal.	N/A	N/A	N/A
DuraGuard® products (more than 5 gallons)	5	N/A	N/A	N/A	N/A	N/A	N/A
DuraGuard® – Prism Paints	7	N/A	N/A	N/A	N/A	N/A	N/A
<b>Mouldings</b>							
8' Stock profiles	3	2	20%	4	N/A	N/A	N/A
8' & 12' Standard & non-standard profiles	10	N/A	N/A	N/A	N/A	N/A	N/A
Radius mouldings	10	2-4	50%	6	5	25%	30
Random length cabinet framing	10	N/A	N/A	N/A	N/A	N/A	N/A
<b>Interior Storage</b>							
Drawer boxes (finished)	7	4	50%	6	6	25%	30
Drawer boxes (unfinished & unfinished dovetails)	5	2	50%	6	3	25%	30
Trash can pull-out, cutlery dividers, knife block, spice tray insert, spice storage, can storage	5	4	50%	6	N/A	N/A	N/A
Wood lazy susans, adjustable pull-out tray systems kit, lattice wine racks, stemware holders & plate rack displays	3	2	50%	6	N/A	N/A	N/A

\*Wainscot products: any door or panel exceeding 36" wide and 36" high, 84" high or wide, or with any framing piece 6" and wider.

\*\*Select products only. Call Customer Service for availability.

**Lead-Time Schedule and Upcharges (continued)**

Lead-times and Expedites							
Specialty Products	Standard	Code Red			Code Blue		
	Days	Days	Upcharge	Piece Limit	Days	Upcharge	Piece Limit
Arched Raised Panel Valances	10	3	50%	6	N/A	N/A	N/A
Custom valances & fluted fillers	10	N/A	N/A	N/A	N/A	N/A	N/A
Veneers (stocked)	3	2	20%	4	N/A	N/A	N/A
Veneers (non-stocked)	10	N/A	N/A	N/A	N/A	N/A	N/A
Plywood (full sheet)	4	2	20%	4	N/A	N/A	N/A
1/8", 1/4" and 3/4" plywood cut-to-size	6	2	50%	6	3	25%	30
Front frames	10	2-4	50%	6	5-6	25%	30
Posts, legs, wood ornaments & all accent pieces	10	3**	20%**	4**	5**	10%**	8**
Wood knee brackets & cleats	10	2	50%	6	N/A	N/A	N/A
Enkeboll accessories (Cherry, Hard Maple, Red Oak)	16	N/A	N/A	4**	N/A	N/A	N/A
Art for Everyday accessories (Alder, Cherry, Maple)							
Linea, Traditional, New Art, Paint Grade	7	N/A	N/A	N/A	N/A	N/A	N/A
Acanthus, Modern Classic, Multiplicity, New York	9	N/A	N/A	N/A	N/A	N/A	N/A
<b>Marketing Support Materials</b>							
All manuals, brochures, CDs & sell sheets	3	N/A	N/A	N/A	N/A	N/A	N/A

\*\* Selected products only. Call Customer Service for details.

**Replacement Program Lead-Time**

- Products incorrectly produced by Conestoga will be replaced with no expedite upcharges.
- Customer replacement orders must contain products that were previously ordered. The preferred method of documentation is to submit the original order acknowledgement with hand-written revisions.
  - ◆ Individual products damaged or incorrectly ordered by the customer will be replaced as a code red expedite with no upcharge.
  - ◆ Entire orders damaged or incorrectly ordered by the customer will be replaced as a code blue expedite in approximately half the standard lead-time with no upcharge.
  - ◆ Cabinet Systems products damaged or incorrectly ordered by the customer will be replaced as a code green expedite with no upcharge.

Replacement Expedite Program (customer issues)				
Products	Expedite Code	Upcharge Rate	Restrictions	Lead-times
Custom	Red	No Upcharge	6 piece limit	See lead-times chart
Custom	Blue	No Upcharge	30 piece limit	1/2 standard lead-time
Cabinet Systems	Green	No Upcharge	6 piece limit	See lead-times chart in the Cabinet Systems Manual

