

Lead-Time Information

Cabinet Systems Products Lead-Times		
Products	Lead-Time in Workdays	
	Standard	Expedite
Cabinet Systems with doors (Program and Custom)	10	4
Cabinet only (no doors)	8	2
Cabinet parts	4	2
Finished cabinets with Colourtones, primer, Prism Paints, Truetones and wiping stains	STD + 5	STD + 5
Finished cabinets with wiping stains w/glaze and Colourtones w/glaze	STD + 6	STD + 6
Custom Front Frames*	10	2
Custom Drawer Boxes*	7	2

* See Custom Product Manual for additional 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

- 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 constraints, 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.
- 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

- 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% pre-pay 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 American Express, Discover, MasterCard or Visa obtain faster approval.

Expedite Programs

- 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.
- 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.
- Expedite orders received prior to 11:00 a.m.(EST) will be eligible to go into production the same day. Any expedite order received after 11:00 a.m.(EST) will be eligible to go into production the following day.
- 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.
- 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.
- For additional information regarding our expedite programs, see the Lead-Times Section of the Custom Product Manual.

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
Cabinet Systems	Code Green	No Upcharge	20 cabinet limit	See Lead-Time chart
Custom Drawer Boxes 5/8"	Code Red	No Upcharge	15 box limit	
Custom Front Frames	Code Red	No Upcharge	10 piece limit	