

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 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.
- 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 Customer Service 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% 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 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.
- See charts on pages 2.2 and 2.3 for lead-times, piece limits and upcharge percentages. Some outsourced 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. Check Cabinet Authority website for updates.

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Lead-Times

Lead-Times and Expedites							
	Standard	Code Red			Code Blue		
Doors & Drawer Fronts	Days	Days	Upcharge	Piece Limit	Days	Upcharge	Piece Limit
Solid Panel, Plywood Panel, Hybrid & MDF – 3/4" & 1" Thicknesses <ul style="list-style-type: none"> • All Mortise & Tenon Raised & Plywood Panel Designs • All Miter Raised & Plywood Panel Designs • All Applied Mouldings Raised & Plywood Panel Designs • All Grooved Panel Raised & Plywood Panel Designs • All Slab, Slab Batten, Edgebanded Plywood & 3-Piece Designs • All Wainscot Products* 	10	2-3	50%	6	5	35%	30
Finishing							
Wiping stains, Wiping stains w/glazes, Truetone stains & Colourtones	STD + 5	4	50%	6	9	35%	30
Prism Paints & Prism Paints w/glazes	STD + 6	NA	NA	NA	NA	NA	NA
Colourtones with glazes, Heirloom & Unitones	STD + 6	4	50%	6	9	35%	30
Primed products (MDF & wood)	STD + 5	3	50%	6	8	35%	30
Finish Sample Kits	3	NA	NA	NA	NA	NA	NA
DuraGuard products (5 gallons or less)	3	2	50%	5 Gal.	NA	NA	NA
DuraGuard products (more than 5 gallons)	5	NA	NA	NA	NA	NA	NA
DuraGuard – Prism Paints	7	NA	NA	NA	NA	NA	NA
Mouldings							
8' Stock profiles	3	2	20%	4	NA	NA	NA
8' & 12' Standard & non-standard profiles	10	NA	NA	NA	NA	NA	NA
Random length cabinet framing	10	NA	NA	NA	NA	NA	NA
Interior Storage							
Drawer boxes (finished)	7	4	50%	6	6	35%	30
Drawer boxes (unfinished & unfinished dovetails)	5	2	50%	6	3	35%	30
Trash can pull-out, cutlery dividers, knife block, spice tray insert, spice storage, can storage	8	3	50%	6	4	35%	30
Wood lazy susans, adjustable pull-out tray systems kits and lattice wine racks	3	2	50%	6	NA	NA	NA
Range Hoods							
Stanisci VCHIM (SV, AV & VRS)	5-10	NA	NA	NA	NA	NA	NA
Stanisci – All except VCHIM (SV, AV & VRS)	10-15	NA	NA	NA	NA	NA	NA
Omega Artisan, Batten and Select	10-15	NA	NA	NA	NA	NA	NA
Omega Straight & Tapered Farmhouse	15	NA	NA	NA	NA	NA	NA

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

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	NA	NA	NA
Custom valances & fluted fillers	10	3	50%	NA	NA	NA	NA
Veneers (stocked)	3	2	20%	4	NA	NA	NA
Veneers (non-stocked)	10	NA	NA	NA	NA	NA	NA
Plywood (full sheet)	4	2	20%	4	NA	NA	NA
1/8", 1/4" and 3/4" plywood cut-to-size	6	2	50%	6	3	35%	30
Front frames	10	2-4	50%	6	5-6	35%	30
Posts, legs, wood ornaments & all accent pieces	10	NA	NA	NA	NA	NA	NA
Floating Shelves	10	NA	NA	NA	7	35%	NA
Wood knee brackets & cleats	10	2	50%	6	NA	NA	NA
Art for Everyday accessories (Alder, Cherry, Maple)							
Linea, New Art, Traditional	10	NA	NA	NA	NA	NA	NA
Acanthus, Modern Classic, New York, Multiplicity	12	NA	NA	NA	NA	NA	NA
Sculptural mouldings, legs, posts, panels	20	NA	NA	NA	NA	NA	NA
Alternative Materials							
Aluminum framed doors	18	NA	NA	NA	NA	NA	NA
DLV – Allure doors, drawer fronts, full sheets, cut-to-size panels and fillers	7	3	50%	6	5	35%	30
DLV – Allure mouldings, edgeband rolls, touch up kits and veneers	3	2	50%	6	NA	NA	NA
High Gloss – Synchronicity doors, drawer fronts, full sheets and cut-to-size panels	7	3	50%	6	5	35%	30
High Gloss – Synchronicity edgeband rolls, care kit, heat shield and peel coat eraser	3	2	50%	6	NA	NA	NA
Super Matte – Synchronicity doors, drawer fronts, full sheets, cut-to-size panels, narrow overlay filler and L-moulding	7	3	50%	6	5	35%	30
Super Matte – Synchronicity edgeband rolls and veneers	3	2	50%	6	NA	NA	NA
TTS – Intrigue, Strata and Vogue doors, drawer fronts, full sheets, cut-to-size panels, mouldings and 38mm slabs	7	3	50%	6	5	35%	30
TTS – Intrigue, Strata and Vogue edgeband rolls, touch up kits and veneers	3	2	50%	6	NA	NA	NA
Marketing Support Materials							
All manuals, brochures & sell sheets	3	NA	NA	NA	NA	NA	NA

Replacement/Re-Order Program Lead-Time

- Products incorrectly produced by Conestoga will be replaced with no expedite upcharges.
- Customer re-orders must contain products that were previously ordered. All re-order requests must be submitted in writing and include the original Sales Order and Line numbers that are being re-ordered.
 - ◆ Individual products, up to 6 pieces, damaged or incorrectly ordered by the customer will be re-ordered as a Code Red expedite with no upcharge.
 - ◆ Entire orders, up to 30 pieces, damaged or incorrectly ordered by the customer will be re-ordered 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 re-ordered as a Code Green expedite with no upcharge.

Re-Order 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	See Lead-times Chart
Cabinet Systems	Green	No Upcharge	6 piece limit	See Lead-times Chart in the Cabinet Systems Manual