

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 provide an estimated range and will 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-time ranges do not include time needed for extra options. Option lead-times additions 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.

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-time ranges, 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 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.**

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 incoming volumes and seasonal fluctuations. Options may add additional lead-time.

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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* 	10-15	2-5	50%	6	5-8	35%	30
Finishing							
Wiping stains, Wiping stains w/glazes, Truetone stains & Colourtones	STD + 5-7	4-5	50%	6	9-10	35%	30
Prism Paints & Prism Paints w/glazes	STD + 6-8	NA	NA	NA	NA	NA	NA
Colourtones with glazes	STD + 6-8	4-5	50%	6	9-10	35%	30
Primed products (MDF & wood)	STD + 5-7	3-4	50%	6	8-9	35%	30
Finish Sample Kits	3	2	20%	6	NA	NA	NA
DuraGuard products (5 gallons or less)	3-4	2	50%	5 Gal.	NA	NA	NA
DuraGuard products (5-15 gallons)	5-6	NA	NA	NA	NA	NA	NA
DuraGuard products (15+ gallons)**	8	NA	NA	NA	NA	NA	NA
DuraGuard – Prism Paints	8-9	NA	NA	NA	NA	NA	NA
Mouldings							
8' Stock profiles	3-5	2	20%	4	NA	NA	NA
8' & 12' Standard & non-standard profiles	10-12	NA	NA	NA	NA	NA	NA
Random length cabinet framing	10-12	NA	NA	NA	NA	NA	NA
Interior Storage							
Drawer boxes (finished)	7-10	4-5	50%	6	6-7	35%	30
Drawer boxes (unfinished & unfinished dovetails)	5-7	3-4	50%	6	3-4	35%	30
Trash can pull-out, cutlery dividers, knife block, spice tray insert, spice storage, can storage	8-10	4-5	50%	6	4-5	35%	30
Wood lazy susans, adjustable pull-out tray systems kits and lattice wine racks	3-5	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	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.

** DuraGuard orders totaling more than 15 gallons of the same finish have a standard lead-time of 8 days.

Lead-Time Schedule and Upcharges (continued)

Lead-Times and Expedites							
	Standard	Code Red			Code Blue		
Specialty Products	Days	Days	Upcharge	Piece Limit	Days	Upcharge	Piece Limit
Arched Raised Panel valances	10-15	3-4	50%	6	NA	NA	NA
Custom valances & fluted fillers	10-15	3-4	50%	6	NA	NA	NA
Veneers (stocked)	3-4	2-3	20%	4	NA	NA	NA
Veneers (non-stocked)	10-15	NA	NA	NA	NA	NA	NA
Plywood (full sheet)	4-5	2-3	20%	4	NA	NA	NA
1/8", 1/4" and 3/4" plywood cut-to-size	6-8	2-3	50%	6	3-4	35%	30
Front frames	10-15	2-5	50%	6	5-6	35%	30
Posts, legs, wood ornaments & all accent pieces*	10-12	NA	NA	NA	NA	NA	NA
Floating Shelves	10-15	NA	NA	NA	7-8	35%	NA
Wood knee brackets & cleats	10-15	2-3	50%	6	NA	NA	NA
Art for Everyday accessories (Alder, Cherry, Maple)							
Linea, New Art, Traditional	10-12	NA	NA	NA	NA	NA	NA
Acanthus, Modern Classic, New York, Multiplicity	12-14	NA	NA	NA	NA	NA	NA
Sculptural mouldings, legs, posts, panels	20-22	NA	NA	NA	NA	NA	NA
Alternative Materials							
DLV – Allure doors, drawer fronts, full sheets, cut-to-size panels and fillers	7-10	3-4	50%	6	5-6	35%	30
DLV – Allure mouldings, full edgeband rolls, partial edgeband rolls, touch up kits and veneers	3-4	2-3	50%	6	NA	NA	NA
High Gloss – Synchronicity doors, drawer fronts, full sheets and cut-to-size panels	7-10	3-4	50%	6	5-6	35%	30
High Gloss – Synchronicity full edgeband rolls, partial edgeband rolls, heat shield and peel coat eraser	3-4	2-3	50%	6	NA	NA	NA
Super Matte – Synchronicity doors, drawer fronts, full sheets, cut-to-size panels, narrow overlay filler and L-Moulding	7-10	3-4	50%	6	5-6	35%	30
Super Matte – Synchronicity full edgeband rolls, partial edgeband rolls and veneers	3-4	2-3	50%	6	NA	NA	NA
TTS – Intrigue, Strata and Vogue doors, drawer fronts, full sheets, cut-to-size panels, mouldings and 38mm slabs	7-10	3-4	50%	6	5-6	35%	30
TTS – Intrigue, Strata and Vogue full edgeband rolls, partial edgeband rolls, touch up kits and veneers	3-4	2-3	50%	6	NA	NA	NA
Marketing Support Materials							
All manuals, brochures & sell sheets	3	NA	NA	NA	NA	NA	NA

*Some specific wood ornaments are available for expedite. See Section 12 for more information.

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