



Cabinet Systems Manual

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Section 2: Lead-times

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| Cabinet Systems Products Lead-times | | |
|---|--|---|
| Product | Lead-time in Workdays | |
| | Standard | Expedite |
| Cabinet Systems, no doors | | |
| 3-sided, & unassembled 4-sided drawer boxes | 7 | 4 |
| 4-sided assembled & finished drawer boxes | 10 | 5 |
| Cabinet Systems with Program doors | | |
| TW-10, CRP-10, CRP-20 and CRP-30 Program, Value, Standard, Premium material with standard options | 7-10 depending on drawer box selection | 4-5 depending on drawer box selection |
| Cabinets with custom doors/Specialty products | Cabinet lead-time is same as custom door | See Custom lead-time |
| Radius cabinets and doors | 10-12 | 6 |
| Cabinet Parts | 7 | 4 |
| Finished doors and drawer fronts | Add 5-6 | Add 5-6 |
| Custom Front Frames* | 10-12 | 4-5 |
| Custom Drawer Boxes* | 10-12 | 4-5 |

* See Custom Product Manual for more information

Overall order lead-time is determined by the item with the longest lead-time. Example: An order for Cabinet Systems (7 workdays) and miter doors (15 workdays) ships in 15 workdays. In most cases, lead-times are longer for Custom Product than for Cabinet Systems. 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.
- Lead-time information contained in this manual is only a guideline. Lead-times are not guaranteed, and can vary according to incoming order volume, material availability, capacity restraints, labor requirements and other factors.
- 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, an estimated 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 order.
- Published lead-times do not include time needed for extra options except where otherwise stated. Option lead-times can be found in design options, section 5 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 will experience extended lead-times.



Order Timing

- 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.
- Effective July 9, 2001, expedite orders received prior to 1:00 p.m.(EST) will be eligible to go into production the next day. Any expedite order received after 1:00 p.m.(EST) will be eligible to go into production one day later.
- 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 Visa, Mastercard or Discover obtain quick approval.

Expedite Programs

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 lead-time for a custom door ordered with Cabinet Systems products will be based on the door design.
- There is a six piece limit on all Cabinet Systems expedite orders.
- All expedite orders go into production the day after the the order is received, assuming that no order placement problems are encountered.
- 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 normal 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 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 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 section 2 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.

Expedite Program – Customer Issues

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