



Custom Products Manual

Lead Times

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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. Published 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; assuming no problems are encountered, a 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 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 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 begin that day. Orders received after 9:00 a.m.(EST) will have the lead-time begin the following day.
- 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 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 our 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 red expedites are our fastest method, with doors and drawer fronts being shipped in as little as two days. There is a six piece limit on all code red expedite door orders, which carry a 50% upcharge.
- Code blue expedites on doors and drawer fronts generally ship in half the standard lead-time. Using Conestoga's code blue method, entire kitchen jobs up to a 30 piece limit, may be ordered at a 25% upcharge.



Expedite Programs (continued)

- Code red expedites with accessories generally shipped in as little as two days. Up to four accessory pieces may be ordered as a code red expedite, which carries a 20% upcharge.
- Code blue expedites with accessories generally ship in five days. Up to eight accessory pieces can be ordered as a code blue expedite, which carries a 10% upcharge.
- 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 on the following pages.
- 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.
- 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.



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.

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 & Edgework designs)	7-10	2-3	50%	6	5-7	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	7-9	25%	30
Wainscot products*	10-15	2-6	50%	6	7-9	25%	30
Imprèsa	7	3	50%	6	5	25%	30
Radius products	10	2-4	50%	6	7-9	25%	30
MDF products	6	3	50%	6	n/a	n/a	n/a
RTF products	9	4	50%	6	6	25%	30
Finishing							
Wiping stains, Wiping stains with glazes, Spray Stains & Colourtones	STD + 5	2-3	50%	6	4	25%	30
Prism Paints	STD + 5	n/a	n/a	n/a	n/a	n/a	n/a
Colourtones with glazes & Heirloom	STD + 6	3-4	50%	6	5	25%	30
Primed products (MDF & wood)	STD + 5	2-3	50%	6	4	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
Mouldings							
8' stock profiles	3	2	20%	4	n/a	n/a	n/a
8' custom profiles	7-10	n/a	n/a	n/a	n/a	n/a	n/a
Radius mouldings	10-15	2-6	50%	6	7-9	25%	30
Random length profiles & cabinet framing	10	n/a	n/a	n/a	n/a	n/a	n/a
Interior Storage							
Drawer Boxes (finished)	8	4	50%	6	6	25%	30
Drawer Boxes (unfinished)	6	2	50%	6	3	25%	30
Trash can pull-out, cutlery dividers, knife block, spice tray insert, spice storage, can storage	6	2	50%	6	n/a	n/a	n/a
Wood lazy susans, adjustable pull out tray systems kit, lattice wine rack, stemware holder & plate rack displays	4	2	50%	6	n/a	n/a	n/a

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

† CRP-10141 and CRP-10RC446 have an 11 day standard lead-time.

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 & Carved Valances	7-10	n/a	n/a	n/a	n/a	n/a	n/a
Fluted Fillers	7-10	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", 1/4" beaded or 3/4" plywood cut to size	6	2	50%	6	3	25%	30
Front Frames	10-12	2-4	50%	6	5-6	25%	30
Range Hoods	10	n/a	n/a	n/a	n/a	n/a	n/a
Posts, legs, wood ornaments & all accent pieces	7-10	3**	20%**	4**	5**	10%**	8**
Enkeboll accessories	10-12	2**	20%**	4**	n/a	n/a	n/a
Wood knee brackets & cleats	6	2	50%	6	n/a	n/a	n/a
Marketing Support Materials							
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 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. Replacement orders must contain products that the customer previously ordered. Documentation will be requested. Code red expedites are limited to six pieces per order.
- Orders 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. Code blue expedites are limited to 30 pieces per order.
- Cabinet Systems products damaged or incorrectly ordered by the customer will be replaced on a code green expedite with no upcharge. Replacement orders must contain products that the customer previously ordered. Documentation will be requested. Code green expedites are limited to six pieces per order.

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	Green	No Upcharge	6 piece limit	See lead-times chart in the Cabinet Systems Manual