

# shutter production update

**April 24, 2020**

We would like to provide an update on our PolyResin and Composite Shutter production and lead times.

## **POLYRESIN SHUTTERS**

We are actively producing PolyResin Shutters across the country. Lead times are extended - up to 15 days - due to:

- Plants are re-opening and managing down their backlogs after temporary closures and, in some cases, multiple closures within the same facility.
- New procedures are in place including social distancing practices, additional cleaning and disinfecting to keep our employees safe.

To help facilitate getting orders produced more quickly, Enlightened Style PolyResin Shutter orders will temporarily be produced at Timber Blinds in Texas and Vista Products in Florida in addition to Sacramento; we are manually redirecting these orders so there is no action necessary on your part.

There are a couple of configurations that are not being produced right now as we wait for a location with the capacity to take on these orders. Specifically:

- Split-tilt
- 1/16" (height measurement only) If you would like to round down to 1/8", please contact customer service to authorize adjustment and to release the order.

Specialties remain at a 4-8 week lead time.

## **COMPOSITE SHUTTERS**

Our Composite Shutters continue to be built in our Sacramento and Cumberland facilities with extended lead times of 24 days due to the same reasons noted above. Specialties are requiring additional time, which is determined on an order by order basis.

**NOTE:** In some cases, we do not have full visibility to your order status beyond the estimated ship date (ESD) until the shipping notice is received. Please know that our associates across the country are committed to getting your shutter orders built and shipped to you as quickly as possible.

We thank you for your patience and understanding during this abnormal business period.