

service hours and lead times report

June 4, 2020

Effective immediately, we're pleased to announce we expanded our Customer Service hours to **7am - 5pm MST**. This shift in hours will allow us to service customers earlier in the day.

We're also pleased to share our production lead times report. We've made good progress in reducing our backlog. Admittedly we have a lot of work to do, but we will continue overtime hours to reduce production days until we reach more normalized lead times. We thank you for your support and patience.

Below, please find our current projected lead times report.

Lead Times

Product Category	06/04/20 PROJECTED Lead Times Days*	05/29/20 PROJECTED Lead Times Days*	Change from Prior
Honeycomb & Latour Cellular Shades	18	20	2 days improvement
Window Shadings - Clutch	10	15	5 days improvement
Latour Shadings - Clutch	10	15	5 days improvement
Vertical Sheer	5	5	
Roller Shades - Clutch	15	15	
Roller shades - Phifer Sheerweave Book Screen Fabrics**	15	15	
Roller Roman Shades	12	15	3 days improvement
Dual Shades - Clutch	12	15	3 days improvement
Natural Woven Shades	20	20	
Roller and Woven Panel Track	10	15	5 days improvement
Wood Blinds	18	20	2 days improvement
Faux Wood Blinds	18	20	2 days improvement
Aluminum Blinds	15	20	5 days improvement
Vertical Blinds	9	8	+1 day
Polyresin Shutters	13	15	See information below
Composite Shutters	15	15	
Composite Shutters - Specialites, including French Door cut-outs	40	40	
Composite Shutters - Arches/Angle Tops	60	60	

*Lead times apply for <40 units; large order quantity lead times may be different.

**All fabrics in the Enlightened Style Phifer SheerWeave sample book have a different lead time than those in our standard Roller Shades book.

Please add 5 days to the stated Polyresin Shutters lead time. Due to our backlog in this product category, we are producing this program at multiple plants. Each order received is placed on hold and then reviewed manually to determine which plant can produce all lines of the order.

Orders are released oldest to newest to the plants that are available and can produce the options ordered. The lead time shown reflects the plant production time; the additional 5 days is an estimate and can vary either direction. This information is provided to help determine the best estimate of the total time required.