

# lead times and backorder report

July 29, 2020

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**FEDEX UPDATE** We received this official notice today:

## **FedEx Ground service delays in various parts of the U.S.**

Due to a significant surge in volume and other impacts of COVID-19, FedEx Ground is currently experiencing delays in various parts of the U.S. We are committed to providing service to the best of our ability and offer our sincerest apologies for any inconvenience caused by these delays.

We've seen an increase in e-commerce orders and shipments – and we expect this to continue. Each of our operating companies have developed business continuity plans to ensure we are optimizing our services to best support this increased demand, while also keeping team member and customer health & safety our number one priority.

Contingency plans designed to decrease backlog and restore service levels are being implemented, including securing additional package handlers and delivery resources and diverting some packages to several nearby Ground stations for delivery.

If you have orders that show "Label Created" for a prolonged period of time in [fedex.com](https://www.fedex.com), please contact Customer Service with specific order numbers so we can determine if those orders are associated with the above issue.

If you're receiving partial shipments or experiencing longer transit times, those issues are related to FedEx's current on-time performance.

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Please see our current projected lead times and backorder reports below.

## **Lead Times (Business Days)**

Product Category	07/29/20 PROJECTED Lead Times Days*	07/22/20 PROJECTED Lead Times Days*	Change from Prior
<b>Honeycomb &amp; Latour Cellular Shades</b>	21	21	
<b>Window Shadings</b>	5	5	
<b>Latour Shadings</b>	5	5	
<b>Vertical Sheer</b>	6	6	
<b>Roller Shades</b>	16	16	
Roller shades - Phifer Sheerweave Book Screen Fabrics**	23	23	
<b>Roller Roman Shades</b>	5	5	
<b>Dual Shades</b>	5	5	
<b>Natural Woven Shades</b>	19	20	1 day improvement
<b>Roller and Woven Panel Track</b>	10	10	
<b>Wood Blinds</b>	25	25	
<b>Faux Wood Blinds</b>	25	25	
<b>Aluminum Blinds</b>	6	7	1 day improvement
<b>Vertical Blinds</b>	15	15	
<b>Polyresin Shutters***</b>	22	22	
<b>Composite Shutters***</b>	21	21	
Composite Shutters - Specialites, including French Door cut-outs	30	30	
Composite Shutters - Arches/Angle Tops	50	50	

\*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.

\*\*\*We are currently producing this item at three plants and are showing the longest lead time.

## Backorder Report

The report noted below is based on the current information available to us when the communication is published. Please note that the materials/components information captured is dynamic and can change on a daily basis.

Note: The Composite Shutter program has experienced material delays on a number of key colors as well as staffing shortages leading to multiple backorders and extended lead times. We are focused on the manufacturing of the higher volume colors throughout the balance of July with the remaining colors prioritized for early August. As new information becomes available, we will update you.

Product Line Name	Component Type	ES Description	ETA
Honeycomb	Fabric	3/4" Braid -Sand Sculpture	8/12/2020
Honeycomb	Component	Simplicity motor -Top down/bottom up	7/28/2020
Honeycomb	Fabric	Distinctive FR B/O 3/4" - Manila	7/31/2020
Roller/Roman/Panel Track	Fabric	Guilford - Gray Owl	8/14/2020
Roller/Roman/Panel Track	Fabric	Montecito Blackout - Sea Foam	7/31/2020
Roller/Roman/Panel Track	Fabric	4% Silver Screen - Bronze	7/28/2020
Roller/Roman/Panel Track	Fabric	Sausalito - Ivory	8/7/2020
Roller/Roman/Panel Track	Fabric	Sausalito - Cornsilk	7/30/2020
Roller/Roman/Panel Track	Component	Simplicity Rechargeable Motor	7/29/2020
Roller/Roman/Panel Track	Fabric	Donovan - Shoreline	7/31/2020
Roller/Roman/Panel Track	Fabric	Bergamo - Teal	8/31/2020
Dual Shade	Component	Simplicity Rechargeable Motor	7/29/2020
Dual Shade	Fabric	Gemini - Espresso	7/31/2020
Dual Shade	Fabric	Gemini - Oatmeal	7/31/2020
Dual Shade	Fabric	Ryker - White Pinstripe	7/31/2020
Natural Woven/ Panel Track	Liner	WOV- Liner BO - Ivory	8/7/2020
Natural Woven/ Panel Track	Fabric	Tropicale - Pella Ivory	8/14/2020
Natural Woven/ Panel Track	Fabric	Enchantment - Lantau Tide	8/21/2020
Window Shading	Component	Simplicity Rechargeable Motor	7/29/2020
Window Shading	Fabric	Abstract - Snowstorm	7/31/2020
Window Shading	Fabric	Abstract - Morning Dew	7/31/2020
Window Shading	Fabric	Blissful - Dusk	7/31/2020
Window Shading	Fabric	Windward - White Cotton	8/7/2020
Window Shading	Fabric	2" Pristine - Champagne	7/31/2020
Window Shading	Fabric	3" Reflection - Duchess	7/30/2020
Aluminum	Slats	Brushed Aluminum Perforated	8/13/2020
Aluminum	Slats	Macro - Pure White	8/13/2020
Aluminum	Slats	Clay	8/13/2020