

lead times and backorder report

July 15, 2020

We recognize that our lead times continue to be longer than our desired service level targets. Our plants and vendors are operating under extraordinary circumstances with uncertain staffing levels and other challenges due to the global pandemic. Please know that we are all committed to reducing our lead times, however, our highest priority continues to be ensuring the health and safety of our employees.

Composite Shutters Update

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.

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

Lead Times (Business Days)

Product Category	07/14/20 PROJECTED Lead Times Days*	07/08/20 PROJECTED Lead Times Days*	Change from Prior
Honeycomb & Latour Cellular Shades	21	21	
Window Shadings	5	5	
Latour Shadings	5	5	
Vertical Sheer	7	6	-1 day
Roller Shades	14	14	
Roller Shades - Phifer Sheerweave Book Screen Fabrics**	16	16	
Roller Roman Shades	5	5	
Dual Shades	5	5	
Natural Woven Shades	20	20	
Roller and Woven Panel Track	10	10	
Wood Blinds	24	24	
Faux Wood Blinds	24	24	
Aluminum Blinds	8	9	1 day improvement
Vertical Blinds	16	18	2 days improvement
Polyresin Shutters***	27	22	- 5 days
Composite Shutters***	19	15	-4 days
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.

Product Line Name	Component Type	ES Description	ETA
Honeycomb	Fabric	3/4" Braid -Sand Sculpture	7/16/2020
Roller/Roman/Panel Track	Fabric	Savanna - Matte White	7/14/2020
Roller/Roman/Panel Track	Fabric	Guilford - Gray Owl	8/14/2020
Roller/Roman/Panel Track	Fabric	Guilford - Coal Stone	7/17/2020
Roller/Roman/Panel Track	Fabric	Sausalito - Ivory	8/7/2020
Roller/Roman/Panel Track	Fabric	Donovan - Shoreline	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 - Dacelo Tan	8/21/2020
Window Shading	Fabric	Windward - White Cotton	7/16/2020
Faux Wood	Slat	2" Polymer - Teak	7/21/2020
Aluminum	Slat	Brushed Aluminum Perforated	7/31/2020
Aluminum	Slat	Clay	8/7/2020