

# lead times, backorders, service update

August 5, 2020

## SERVICE UPDATE

**Swatches and Parts:** Order shipments were delayed earlier this week as the the SLC office needed a deep cleaning due to a potential COVID issue. The team should be back in the office and shipping orders on Thursday.

**Customer Service Business Hours:** Effective August 10th, we are moving back to our normal Customer Service business hours -- **7am to 6pm MST**.

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

## Lead Times (Business Days)

Product Category	08/05/20 PROJECTED Lead Times Days*	07/28/20 PROJECTED Lead Times Days*	Change from Prior
Honeycomb & Latour Cellular Shades	18	21	3 days improvement
Window Shadings	5	5	
Latour Shadings	5	5	
Vertical Sheer	6	6	
Roller Shades	17	16	-1 day
Roller shades - Phifer Sheerweave Book Screen Fabrics**	24	23	-1 day
Roller Roman Shades	5	5	
Dual Shades	5	5	
Natural Woven Shades	18	19	1 day improvement
Roller and Woven Panel Track	10	10	
Wood Blinds	24	25	1 day improvement
Faux Wood Blinds	24	25	1 day improvement
Aluminum Blinds	5	6	1 day improvement
Vertical Blinds		15	
Polyresin Shutters***	22	22	
Composite shutters***	22	21	-1 day
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 focused on the manufacturing of the higher volume colors throughout July and are prioritizing the remaining colors for early this month. As new information becomes available, we will update you.

Product Line Name	Component Type	ES Description	ETA
Honeycomb	Fabric	Alcove 3/8" TC - Silver Drop	8/4/2020
Honeycomb	Fabric	1/2" Colonial Blackout SS -Milky Way	8/4/2020
Honeycomb	Fabric	3/4" Braid -Sand Sculpture	8/12/2020
Honeycomb	Fabric	Distinctive FR B/O 3/4" - Manila	8/6/2020
Honeycomb	Fabric	3/4" Rhapsody - Distant Dunes	8/6/2020
Roller/Roman/Panel Track	Fabric	Guilford - Gray Owl	8/14/2020
Roller/Roman/Panel Track	Fabric	Sausalito - Ivory	8/31/2020
Roller/Roman/Panel Track	Fabric	Sausalito - Cornsilk	8/31/2020
Roller/Roman/Panel Track	Fabric	Sausalito - Sand Beach	8/31/2020
Roller/Roman/Panel Track	Component	Sliding Panel Track 5 Channel White	8/18/2020
Roller/Roman/Panel Track	Component	Powerwand 3 FT White	8/7/2020
Roller/Roman/Panel Track	Fabric	Bergamo - Teal	8/31/2020
Roller/Roman/Panel Track	Component	Large Cassette - Bronze	8/5/2020
Roller/Roman/Panel Track	Component	White Fascia 3"	8/12/2020
Dual Shade	Component	Powerwand 3 FT White	8/7/2020
Dual Shade	Fabric	Gemini - Espresso	8/5/2020
Dual Shade	Fabric	Gemini - Oatmeal	8/5/2020
Dual Shade	Fabric	Ryker - White Pinstripe	8/5/2020
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	Retractable Cord- Putty	8/5/2020
Window Shading	Component	Idler Assembly RemoteLift- RH	8/6/2020
Window Shading	Component	End Cap Cover RH- Golden Straw	8/6/2020
Window Shading	Component	End Cap Cover LH- Alabaseter	8/6/2020
Window Shading	Component	Powerwand 3 FT White	8/7/2020
Window Shading	Fabric	Abstract -Snowstorm	8/27/2020
Window Shading	Fabric	Abstract - Morning Dew	8/27/2020
Window Shading	Fabric	Blissful - Dusk	8/27/2020
Window Shading	Fabric	Windward - White Cotton	8/27/2020
Window Shading	Fabric	3" Reflection - Duchess	8/6/2020
Window Shading	Fabric	2" Demure - Linen Duchess	8/6/2020
Aluminum	Slats	Brushed Aluminum Perforated	8/13/2020
Aluminum	Slats	Macro - Alabaster	8/7/2020
Aluminum	Slats	Macro -Pure White	8/13/2020
Aluminum	Slats	Macro - Pearl	8/31/2020
Aluminum	Slats	Clay	8/13/2020
Aluminum	Slats	Cobblestone	8/7/2020