

**Date:** November 3, 2023

**Subject:** Weekly shipping schedule for orders received the week of  
November 6, 2023



The chart below lists the average lead-times demonstrated from the West Coast Regional Service Center to target a 98%+ on time delivery. Actual lead-times may vary and will be noted on the order acknowledgement taking into consideration final information date, complexity and quantities of material ordered. Thank you for your continued support.

*This is a weekly update and an updated schedule will be sent next week at a similar time.*

Product Category	Current Week Lead-Times*
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Frames	
Stock frames and parts	1 day
Custom frames	2 weeks
Modified frames	1 week
**Specialty frames - 12ga, Kerf, Thermal Break, etc.	10-11 weeks

Doors	
Stock doors	1 day
Modified doors	1 week
Rapid Doors	9 weeks
Non-Stock Falcon Doors	9 weeks
Custom Doors	9 weeks
**Paladin with Von Duprin WS99 or Schlage Multi-point	9 weeks
**Paladin - all other approved hardware	9 weeks
**Finish paint and Gaintech	13-14 weeks

***Note: OEW is the preferred method of ordering. All faxed or emailed orders will add at least 5 days of additional lead-time for processing depending on order type and size.***

\*\* Items shipping from Blue Ash, Ohio. Lead-Times listed are factory lead times + 4 day cross docking.  
For larger quantities please contact Customer Care for a better estimate on time.

**Thank you for your business!**

**West Coast Regional Customer Care (877) 671-7011**