



Homecrest Lead Time Update

September 23, 2021

Dear Homecrest Customer,

This is an exciting, unprecedented time in the home construction and remodeling industry. Extraordinary demand coupled with supply, labor, and logistics challenges have resulted in disruptions to every facet of the business. Like you, we strive to deliver the best customer experience possible, and understand the difficulty and frustration these disruptions cause. Please know, service to you remains our number one priority, and we are working at all times to minimize and mitigate the impact of these changes on you and your customers.

Due to continuing market conditions and excitement around home improvement, Homecrest orders received on or after September 23, 2021 will have a 14-16 week lead TOTAL time. Total lead times include order entry processing, production and delivery. You will receive an estimated order delivery window once an order is clean and off all holds.

Total Lead Time
as of 9/23/21

Homecrest	14-16 weeks
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Any existing orders that have not been scheduled into production will be affected by this lead time extension. Estimated ship dates listed on One Touch will reflect this extension.

Express Response times may vary. We are prioritizing JCO/ER orders, but cannot guarantee our normal ER lead time commitment. Estimated ship dates listed on One Touch will reflect this extension.

If you have a question about an order, please contact your Sales Representative. More information will be communicated as lead times change. Thank you for your support.

Order #	Order Type	Order Status	Date Ordered	Estimate Delivery
2304119		Acknowledged	10/12/2021	02/02/22 - 02/08/22

Account Information

Account: 100947
 PO #: 4414-1B
 Customer: CERAMIC TILE
 SUPPLY CO
 INC
 Designer:
 DesignerID:
 Brand: HOMECREST

Shipping Information

Load #: MULTI220127
 Company: CERAMIC TILE SUPPLY CO
 IN
 DBA BATH KIT & TILE
 SUPPLY CO
 103 GREENBANK RD
 WILMINGTON, DE 19805
 Attn/Tag
 Name: ARENA BASEMENT
 Carrier:
 Home
 Delivery:

Order Information

Cabinet 21
 Count:
 Order Date: 10/12/2021
 Clean Order 10/13/2021
 Date: ⓘ
 Est. Ship 01/27/2022
 Date:
 Est. Delivery: 02/02/22 -
 02/08/22