

## Your Order

**Thank you for choosing Fleetwood for your project. The time required to produce your order can be reduced with your involvement:**

**Certified Proposal:** Authorized Dealers are required to furnish all quotes in our Certified Proposal format (noted at the top of the quote header). If the Certified Proposal was not furnished the pricing is not authenticated by Fleetwood.

**Drawings:** The factory does not need "shop drawings" to produce your order. The electronic quote is transferred into the factory and will be filled as ordered. If drawings are desired, Fleetwood will create them as a service to our dealer and associates. If drawings are needed sooner, CAD files are available at no charge for others to use.

**Custom Finish:** Custom finish orders require approval of a color sample before the order can be placed. This process should begin months before the order is ready for production. Builders should account for possible QC issues during fabrication. If the affected extrusions are frame parts, e.g. installed to the building, the delays could be 4-6 weeks.

**Samples:** Many customers want to see samples of certain parts and pieces. These can take anywhere from a few days to a few months depending on the request.

**Ordered?** To be certain your order is in process ask your dealer for a copy of the confirmed order. Secondly, confirm there are no delays in *Accounting* (see below).

**Accounting:** Most orders require a deposit before it is released to the factory. Ask the dealer for written confirmation that the order is in the Work Order/Production stage.

**Change Orders:** Once the order has been released to the factory, changes to any line items require that the entire order to be stopped and the original ship date will NOT be met. A new date will be assigned that is at least one week further out.

**Custom Options:** Customization requires more fabrication time. Ask our dealer for ways to reduce production time before the order is placed.

**Faster?** The automated ship date is firm but requests for an earlier date must be made before the order is placed. Once released to the factory, any changes will delay delivery.

**Production Issues:** Mistakes can occur in the factory. Early ordering is recommended on time sensitive projects.

**QC Rejections:** Fleetwood sources component products from the highest quality manufacturers available. What is received isn't always up to our standards. When this happens scheduled ship dates must be moved out until we receive the quality we demand. Placing orders early helps mitigate the pain caused by delays.

**Delivery:** Fleetwood will deliver your order to our dealer's showroom unless otherwise noted on the order. Having the order shipped to the project site can save valuable time and reduce the risk of handling damage. The products are packaged for protection but each item should be carefully inspected within 48 hours.

**Installation:** it is common for changes to be made to the scope after the installer is brought into the discussion. Coordinate installation early to avoid delays in placing the order and/or change orders.

**We encourage you to get involved in each of these areas. Additionally, get a copy of the quote early in the process so you are aware of what is being ordered and how it will be shipped. At any time during the process feel free to contact Inside Sales to verify status of your order as well as the scheduled ship date. The only information we need is the 6-digit Fleetwood order number.**