

# BALDWIN®

November 20, 2020

To: All Baldwin Customers

Re: Baldwin Estate Service Levels

The entire Baldwin Operations Team has worked tirelessly over the past five months to recover the three-month Nogales facility closure caused by the COVID-19 pandemic. This has been a long and arduous process, and we are grateful for the patience and partnership of our customers as we navigated this challenge. **This effort has finally allowed us to reduce the Estate lead time to 6 weeks for all new orders, effective Monday, November 30<sup>th</sup>**, following the Thanksgiving holiday. **We will reduce our lead time further to our standard 4 weeks starting on January 4, 2021.**

For open orders already in our system, the internal production lead times have been pulled in ahead of the new six-week standard, to ensure existing orders are produced and shipped prior to new orders. There is a small quantity of these open orders that will remain outside of this six-week window due to component related constraints. For these open orders, we will provide a tracker next week to Sales and Customer Service to provide better line of sight to these individual exceptions. For those customers that utilize Baldwin Express, please reference the "Reschedule" date to see these updates.

We have also begun re-building the on-hand inventory for the Quick Ship program, with any in stock item automatically receiving a one-week lead time, also effective Monday, November 30<sup>th</sup>. We will continue to forecast demand aggressively and maintain high production velocity to fully re-build Quick Ship, return to standard lead time, and plan for any further uncertainty related to the pandemic.

The Baldwin Hardware brand is nothing without the customer, and we once again thank you for working with us through this process. For additional questions, or for details on the open order tracker, please contact your Baldwin Sales Representative or the Baldwin Customer Relations Team.

Thank You and Stay Safe,



Aaron Brueck  
National Sales Manager