

UPDATED LEAD TIME AS OF 7/2/2020

Eagle Carports Inc. would like to thank you for trusting us with the purchase of your metal building. Here at Eagle Carports we pride ourselves on providing the absolute best customer service in the industry. In an effort to be completely transparent with our customers we want to inform you of some changes that have taken place in regard to our lead times. Currently our delivery times are averaging 4-5 weeks or longer in some areas.

You were most likely given an estimated lead time by your Authorized Eagle sales person when you placed your order. At that time, the time frame that your dealer stated to you was most likely correct. However, over the past several weeks Eagle Carports Inc. has been receiving orders at about twice the normal pace. While this influx has been a major blessing to our company and we greatly appreciate your business, we simply are not staffed adequately to maintain our normal 7 -10 day lead time. Rest assured, we are working 6 days a week, and will continue to do so until we have returned to business as usual.

Currently, our expected delivery times are between 4-5 weeks. If your order is 4 weeks old or less, please refrain from contacting our office to inquire about the installation date of your unit. We are able to forecast our deliveries 1 ½ to 2 weeks beyond today's date. Given that our current lead time is approximately 6 weeks from the date purchased, once your order has reached the 4 week mark, we will better be able to predict your installation date accurately. Any order outside of that time frame, we simply will not be able to give you an accurate answer.

As I'm sure your dealer made you aware, weather also has a huge effect on our delivery abilities as a company. Trying to predict an accurate installation date further out than two weeks, while still trying to correctly guess what weather patterns we will experience in the mean times, is all but impossible. Please bear in mind that when you do speak to our staff about your lead time, your lead time is being stated to you assuming the best possible weather. So any weather systems that takes place in your area or areas around you, may also have an effect on your lead time.

The vast majority of the increase in our lead time is a direct result of a huge influx of orders. Another issue that we find ourselves facing is a delay in our supply chain due to the Covid 19 shutdowns. As I am sure you are all aware, many of our suppliers have found themselves unable to produce items that we rely on at full capacity. Items such as Garage Doors and Windows we have found to be in short supply. What this means is that we are not able to schedule deliveries based solely on the order date. We are now scheduling based on what components you ordered and the availability of those components. We are 100% confident that these delays will be short lived, as most of our suppliers have made changes to their facilities to both accommodate the state mandated Covid 19 regulations, and allow them to manufacture at full capacity or they are approaching being able to produce at full capacity.

We appreciate your support while we work through these challenges during this unique period of time. Here as Eagle Carports, we value quality and service above all else, and our dedication to those values will not change through this pandemic. Rest assured that it may take a little longer to receive it, but you have purchased the best metal building in the industry.

We apologize for any inconvenience that this may have caused, and look forward to the day when this is behind all of us and we can get back to our normal lives. We know there is a lot of uncertainty during these times but we must prevail in keeping our optimism while taking all necessary precautions to keep everyone safe.

Best Regards,
Eagle Carports, Inc
800-579-8589

