



•Lead Times•

Standard – 7/8 weeks, call factory for most current/accurate lead times.
Quick Ship – 20 Working Days - Additional charge(s) apply. Contingent on factory approval.
No custom finish (paint, veneer, architectural film, metals, etc.).

•Custom Paint Color• – any color that is not one of the standard colors offered by TDS

Total Door Systems uses automotive style paint to achieve the best performance and mixes custom colors in-house. With this in mind, there is a color approval process (if custom colors).

TDS keeps Color Fans for some of the widely known paint brands, however, if the color requested is NOT in one of these Color Fans, it will be required that a color control sample be sent to TDS. It is suggested that you check with the factory as soon as a color is known to see if there is a color chip to match in-house, or if you will be required to send a sample.

*Note: Even if TDS uses a color chip from a Color Fan, this does not guarantee that it will match your specific color needs free of variances. The most reliable way to match a custom color is by using a color control sample provided by the distributor.

As soon as TDS has matched the color chip or color control sample, a sample of the match will be sent to the ordering distributor for approval. Once approved by the distributor, the order can be placed.

- Approval may be waived –

•Veneer•

Must be factory applied, no exceptions. Please always specify species & cut.

If veneer is to be stained, a control sample must be sent to factory for matching and approval (Lead time 2wks from receipt at factory).

As soon as TDS has matched the stain control sample provided, a match sample will be sent to the ordering distributor for approval. Once approved by the distributor, the order can be placed.

Due to variances in wood pattern and color, approval for stained veneer cannot be waived.

If your veneer will not be stained, and only a clear coat is to be applied, you will not need a control sample sent to the factory for approval.

*Provision of stained finishes is subject to acceptance by Total Door.

•Veneer By Others• – Please request Veneer By Others info sheet.

•If a physical color/stain sample needs to be sent to TDS for matching•

- Send your physical color/stain sample to: Total Door Systems, 6145 Delfield Dr., Waterford, MI 48329 Attention: Orders Control Samples are not returned to the dist. unless requested. When possible, do not send your only sample - keep an additional control sample for your continued needs.

- Indicate **Job Name, PO #** and **who/where to return match sample to for approval.**

•Other Finishes•

All other finishes must be factory applied, no exceptions. Must contact factory prior to quote or order and provide cut sheet on product/material, as well as a physical sample of product/material.

ADDITIONAL TOOLS

•Partner Login•

Must log in to have access to quoting program, and many other useful tools.

•Parts Order Website• - <https://shop.totaldoor.com/>

Must log in to have access to purchase. All parts must be ordered from the site.

•Quoting•

TDS will provide quotes, and to do so will need:

- Specifications (including door finish)
- door schedule, identifying each of the openings
- hardware schedule
- floor plan for each opening