

# OHIO

HARDWOOD & UPHOLSTERED

## FURNITURE

October 14, 2021

We wanted to take a moment to update and explain to our customers that while we are striving to provide the best customer service we can, we are seeing longer than normal build times on our furniture.

The longer than normal build times are still occurring all through the furniture industry. This is happening in the hardwood, upholstery, and the poly outdoor furniture industry. Due to the ongoing supply chain issues, we have entered unprecedented times. We never imagined the effect this would have on our products that we offer to our customers.

At this moment in time, we are still seeing build times of 28-30 weeks for almost all of the hardwood and upholstered products and 20- 21 weeks for the poly outdoor furniture. While we wish that we could do something to make these build times shorter, there is absolutely nothing we can do because of the supply chain issues. We will continue to provide the best possible customer service and keep our customers up to date with build times and where their items are in production.

This situation will not affect the quality of our items or the standards that we set for our builders. We will still require the highest standards when building and customizing the pieces for our customers that we always have. If you have any questions, please do not hesitate to reach out to us either by phone at 330-657-2095 or email to [pascal@ohiohardwoodfurniture.com](mailto:pascal@ohiohardwoodfurniture.com)

Thank you for your time and interest in our products at Ohio Hardwood and Upholstered Furniture.

Sincerely,  
Pascal & Martha King-Smith

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