

HAUTE PLANK

EUROPEAN HARDWOOD FLOORING

Shipping & Delivery Planning: What to Know

This informational guide is provided to help you avoid costly delays and plan confidently.

Q: What is your current lead time for delivery?

A: Standard lead time is **12–16 weeks** from production to delivery. We will provide a target delivery window upon order confirmation.

Q: What causes delays in international shipping?

A: Delays can stem from customs inspections, port congestion, severe weather, and labor shortages or strikes at major ports—especially in Europe and California. We stay in close contact with logistics providers to mitigate disruptions as best as possible.

Q: Can I expedite my delivery?

A: Once a shipment is in transit overseas, it cannot be expedited. For projects with tight timelines, we recommend ordering **at least 4 months** prior to install.

Q: What if my site isn't ready when the product arrives?

A: We offer **free storage** until your project is ready for delivery. It is always better to have your flooring early than to risk shipping-related delays.

Q: How can I help ensure timely delivery?

A: Place your order as early as possible in your construction schedule. Let us know about any key deadlines when you confirm your order, so we can help manage logistics accordingly.

Haute Plank flooring is made entirely in Europe using superior materials and craftsmanship. We control the full process—from sourcing to finishing—and do not cut corners to accelerate production. Early planning ensures your delivery aligns with your project needs.