



How can I buy from Forward by VT? We are starting out this new product offering in a limited geographical area that will grow as we gain momentum and capacity. To confirm if you are eligible please reach out to your Territory Sales Manager or to our Forward by VT customer service team at **833-739-1395**.

When can I start ordering? We are planning to have this launched to our first grouping of eligible customers within the first weeks in March. Your TSMs will reach out to you to discuss specific timing as we grow in our capabilities and capacities.

Will Forward be available to order in VT Online? We will have Forward available in our newest version of VTOL. This will likely not be accessible to customers at launch, but the plan is to get it rolled out to customers and training completed as soon as we have had a chance to validate everything at go live and data is all coming through as expected.

What face and core options are available? For a complete list of in stock doors please reference our product brochure from our website [forwardbyvt.com](https://www.vtindustries.com/forward-by-vt/).
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What machining capabilities are available through Forward? We do have some limitations to hardware preps that are available on these doors. Please contact your TSM or the Customer Service team at 833-739-1395 for a complete list of options. It is also listed in our Price List book that is provided to any of our eligible customers.

What are the lead times for orders placed through Forward by VT?

3-5 Days – Slab Only

5-8 Days – Machined

7-10 Days – Factory Finished and Machined

Can I call in a quote request? Yes. Call 833-739-1395 and one of our dedicated Customer Service Representatives, or email directly to forwardbyvt@vtindustries.com

Can I call in an order? We do need a physical PO sent in as well as a completed machining sheet if the order is more than slabs.

Do you have special machining sheets? We do have a machining sheet available at [forwardbyvt.com](https://www.vtindustries.com/forwardbyvt.com), but any standard machining sheet that provides complete information will work.

Who is the PO addressed to?

Forward by VT Industries

101 Western Maryland Parkway

Hagerstown, MD 21740

Will there be a Final Order Acknowledgement similar to VT Holstein that has to be signed before you will proceed? **We will send an order acknowledgement, but once an order is received it will proceed without any further signatures required.**

What Factory finish options are available? **At this time we will only offer VT standard colors. No custom matching is available for this quick turn product. Any custom matches will need to be ordered through our Holstein or Eggers facilities.**

Will there be prefinish sample approvals, prior to release of an order? **At this time we are only offering standard VT Color selections, so sample approvals will not be required.**

Will you have Pair Matched Doors in Stock? **We do have some limited offerings of paired material. For a complete list of in stock doors please reference our product brochure from our website forwardbyvt.com.**

What is the pre-fit size of doors?

All doors (singles and pairs) are to be downsized for width ¼" and beveled both sides.

All doors (singles and pairs) are to be downsized for height 7/8".

What Grade of veneers will they be? **A grade will be stocked at launch**

Will you offer doors with Raceways? **Not at this time**

Will the doors have a matching wood edge? **The doors will have a matching veneered edge.**

Will you offer pre-hung door units? **We will not at this time.**

Will the doors be individually plastic wrapped? Will they be shipped on 4 way skids? **Doors will not be polybagged. LTL shipments will be on 4 way accessible skids. Standard freight will ship on blocks and wrapped.**

How often can I expect a truck to be in my Market? **We will plan on weekly deliveries to most major metro markets in the service area dependent on volume. Please confirm with your TSM or our Customer Service team to be sure.**

Can doors be shipped direct to Jobsites? **Yes. Via LTL.**

Can I pick up product that is ordered? **Yes. Customer pick up is available at our Hagerstown location.**

If the doors arrive with problems how will they be handled? **Any issues will be handled through our Customer Service team. Like any claim, we will need good pictures, door tags, etc.**

Will the top and bottom of all doors be sealed? **On all factory finish doors they will be. Unfinished doors will not.**

If I am out of service range how can I purchase doors? This can be reviewed on a case by case basis. Customer should work with their TSM and the TSM should reach out to Brian Pierick to discuss options and possibilities.