

Built By Service.

a promise

THAT WILL

CHANGE

THE WAY

YOU THINK

ABOUT

CABINETS.

TIMBERLAKE[®]
CABINETS

Built By Service.

and
than

◆
*we have a track
S. production
experienced,*

◆
comprehensive service
people. Our goal: to
profitably.



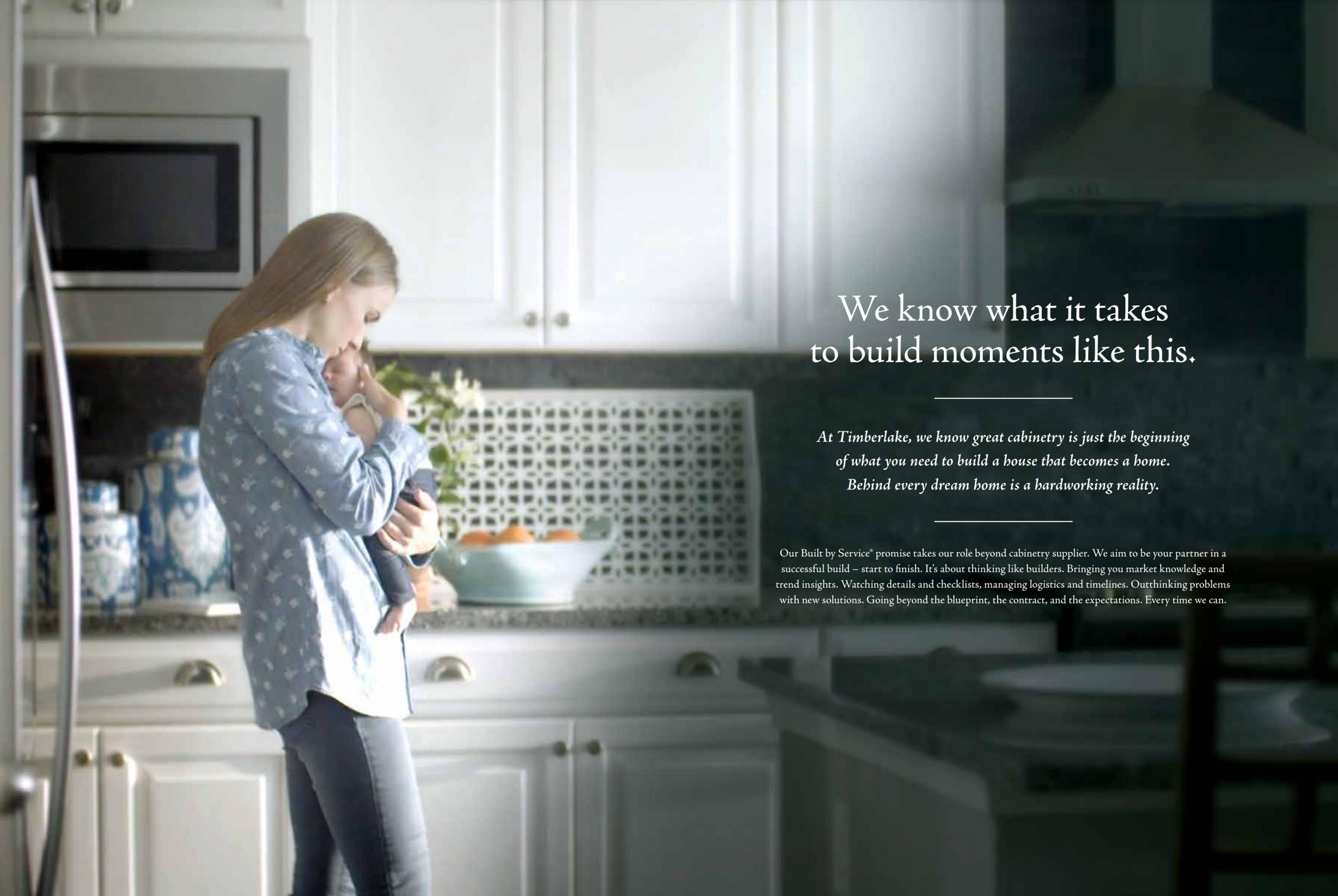
Quite simply, we set and achieve a higher bar than our competition.

Built by Service® is how we do it. It's the reason we have a track record of 30+ years of passionately serving the top U.S. production builders' cabinetry needs. We are knowledgeable, experienced, product relevant and price competitive.

But that's just the beginning.

Our defining difference is that we're service minded. We've developed a comprehensive service platform, advanced technology, and a nationwide team of responsive local people. Our goal: to help you build homes and sell homes. And do it faster and more profitably.



A woman with long brown hair, wearing a blue patterned long-sleeved shirt and dark pants, is holding a baby in her arms. She is standing in a kitchen with white cabinetry and a dark countertop. The kitchen features a microwave, a bowl of fruit, and a decorative lattice backsplash. The lighting is soft and natural, creating a warm and intimate atmosphere.

We know what it takes
to build moments like this.

*At Timberlake, we know great cabinetry is just the beginning
of what you need to build a house that becomes a home.
Behind every dream home is a hardworking reality.*

Our Built by Service[®] promise takes our role beyond cabinetry supplier. We aim to be your partner in a successful build – start to finish. It's about thinking like builders. Bringing you market knowledge and trend insights. Watching details and checklists, managing logistics and timelines. Outthinking problems with new solutions. Going beyond the blueprint, the contract, and the expectations. Every time we can.

Our six Built by Service[®] ServicePoints take your build from concept to finish.

*At every step, Timberlake takes ownership of your success.
We've broken the building process into six specific ServicePoints.*

TREND KNOWLEDGE

DESIGN & QUOTE

MEASURE & ORDER

MANUFACTURING

DELIVER & INSTALL

PUNCH-OUT & COMPLETION

*At each one we can help you create more value,
save costs, and finish homes on schedule.*

It's time to expect service above and beyond the rest. Turn the page and learn how Timberlake's ServicePoints and the Built by Service[®] platform can change the way you think about cabinetry.

SERVICEPOINT 1
TREND KNOWLEDGE

All Style. No Guesswork.

We offer multiple brands and series so you have the highly popular styles and finishes at every price point – that’s a given. But we also do the research and use analytics to identify what’s on-trend by region and buyer—that means in your local region with your buyers. Plus, we can advise you on the options and upgrades that increase home value. And it doesn’t stop with the kitchen – let Timberlake show you how to do the same with bathrooms, built-ins and other rooms.

TIMBERLAKE CABINETRY

Our Timberlake Portfolio Select®, Portfolio® and Value Built® Series are long-time builder favorites for their homes across the country. You’ll find the widest range of styles, finishes and options.

ORIGINS BY TIMBERLAKE

The newest Timberlake brand is transforming the first time home buyer market. With our trend expertise, knowledge of value engineering and manufacturing, and service platform, Origins by Timberlake offers the style at a price point that wins with entry-level buyers.

Origins
BY TIMBERLAKE

TREND KNOWLEDGE



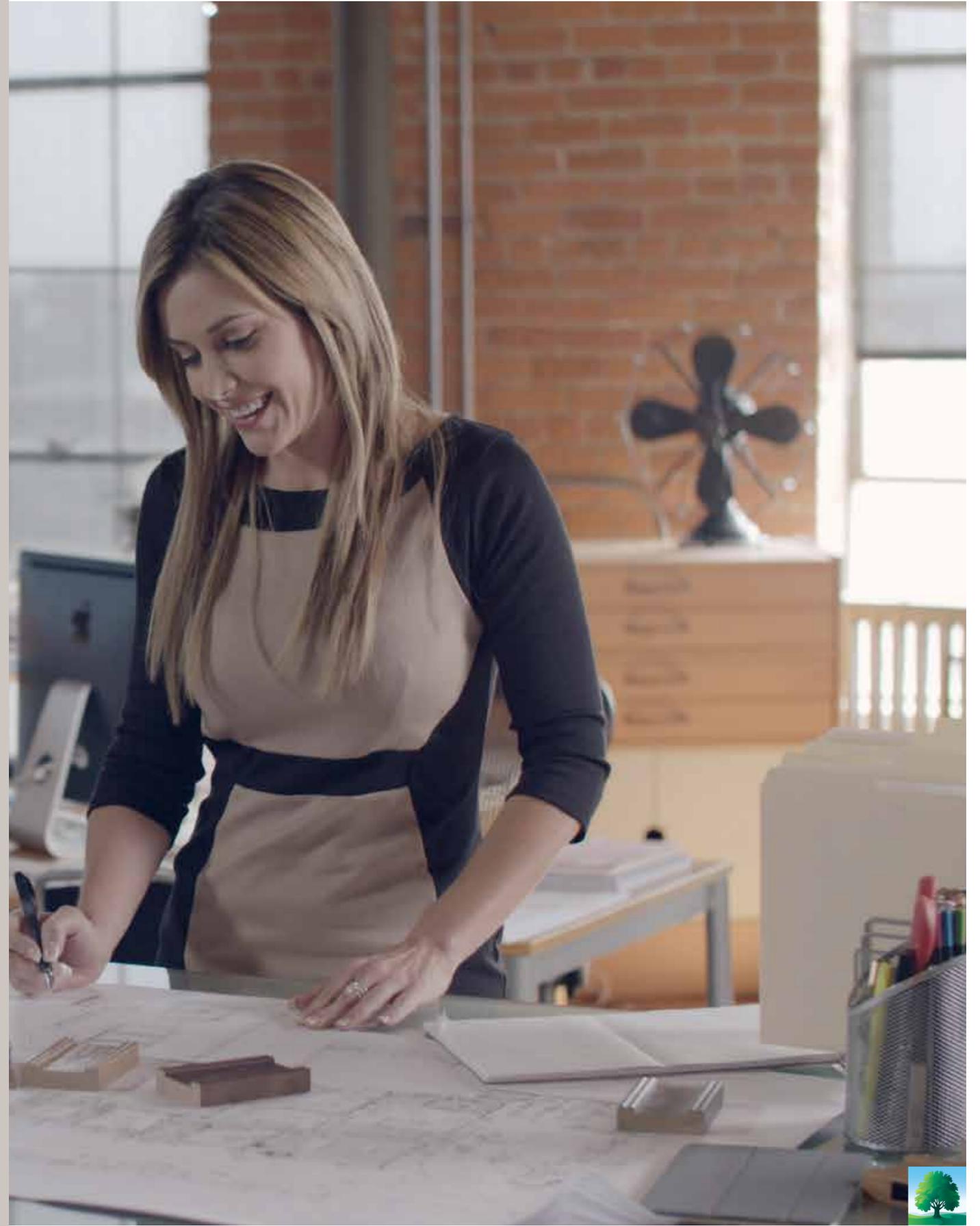


SERVICEPOINT 1
TREND KNOWLEDGE

TREND KNOWLEDGE

“
More and more builders are reaching out to us to be their guide on relevant designs that incorporate trends and address personalization.

TRACEY BURRELL-COMBS, CKBD, CLIPP
DESIGN EXPERIENCE SPECIALIST
TIMBERLAKE CABINETS



SERVICEPOINT 2
DESIGN & QUOTE

When it comes to the design and quote, we're right there beside you. Literally.

Our team is right in your market, so you have local access to our experienced professional designers. We know you, we know your products, so our local design and sales teams can value-engineer your plans. You can expect local, fast turnaround on layouts, too. More than that, local sales support makes sure you always have local pricing and helps you sell with a comprehensive merchandising and design center program to aid and promote the selling of upgrades.

DESIGN & QUOTE

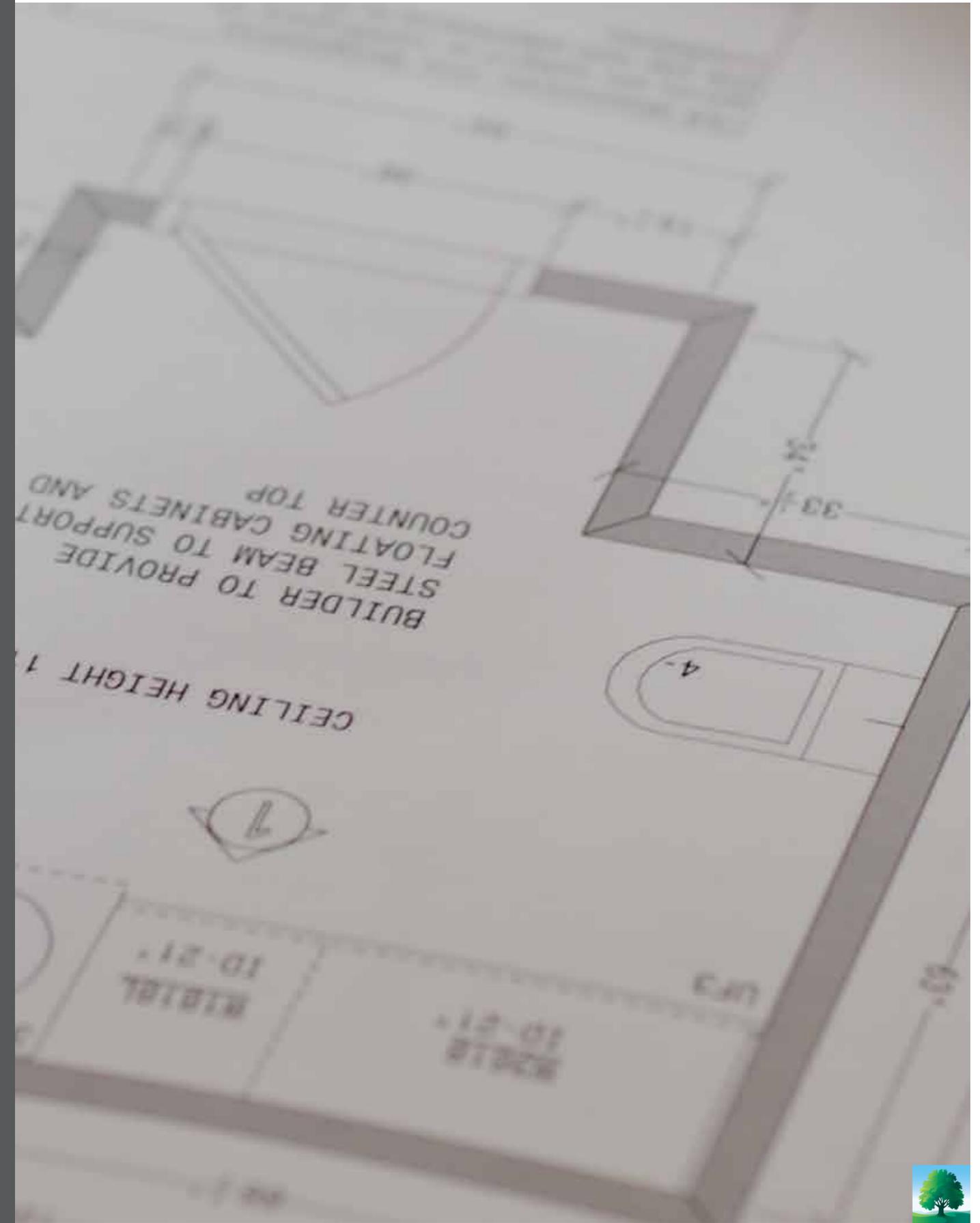


SERVICEPOINT 2
DESIGN & QUOTE

DESIGN & QUOTE

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We have Design Studio showrooms in all our markets. Timberlake partners with us to outfit our design studios with 3 to 5 showroom vignettes to showcase product and upgrade designs in the model homes.

MICHAEL J. CLEARY
VICE PRESIDENT, CORPORATE
PURCHASING
STANLEY MARTIN HOMES



What we make is a difference.

We have a network of 18 manufacturing facilities in North America. That means we are where you are. The benefit? Shorter lead times keep you on schedule and lower freight costs keep you on budget. We bring you higher value products at competitive prices by leading the competition in manufacturing. As a vertically integrated company, we've engineered advanced efficiency and quality initiatives throughout the manufacturing process. We're also innovators in manufacturing automation and warehouse space optimization. The end result is a very real advantage to builders. You gain both in cost savings and bottom-line value.

In addition to our own exacting specs and quality monitoring, our cabinetry is rigorously tested to earn the Certification Seal from the Kitchen Cabinet Manufacturers Association. And we source quality raw materials using environmentally sound guidelines to receive the Environmental Stewardship Seal from KCMA.





SERVICEPOINT 3
MANUFACTURING

MANUFACTURING

“
*With our national
manufacturing footprint,
we can deliver sooner and
at lower shipping costs. So
builders finish on schedule
and on budget.*

ROB ADAMS,
SR. VICE PRESIDENT OF VALUE
STREAM OPERATIONS

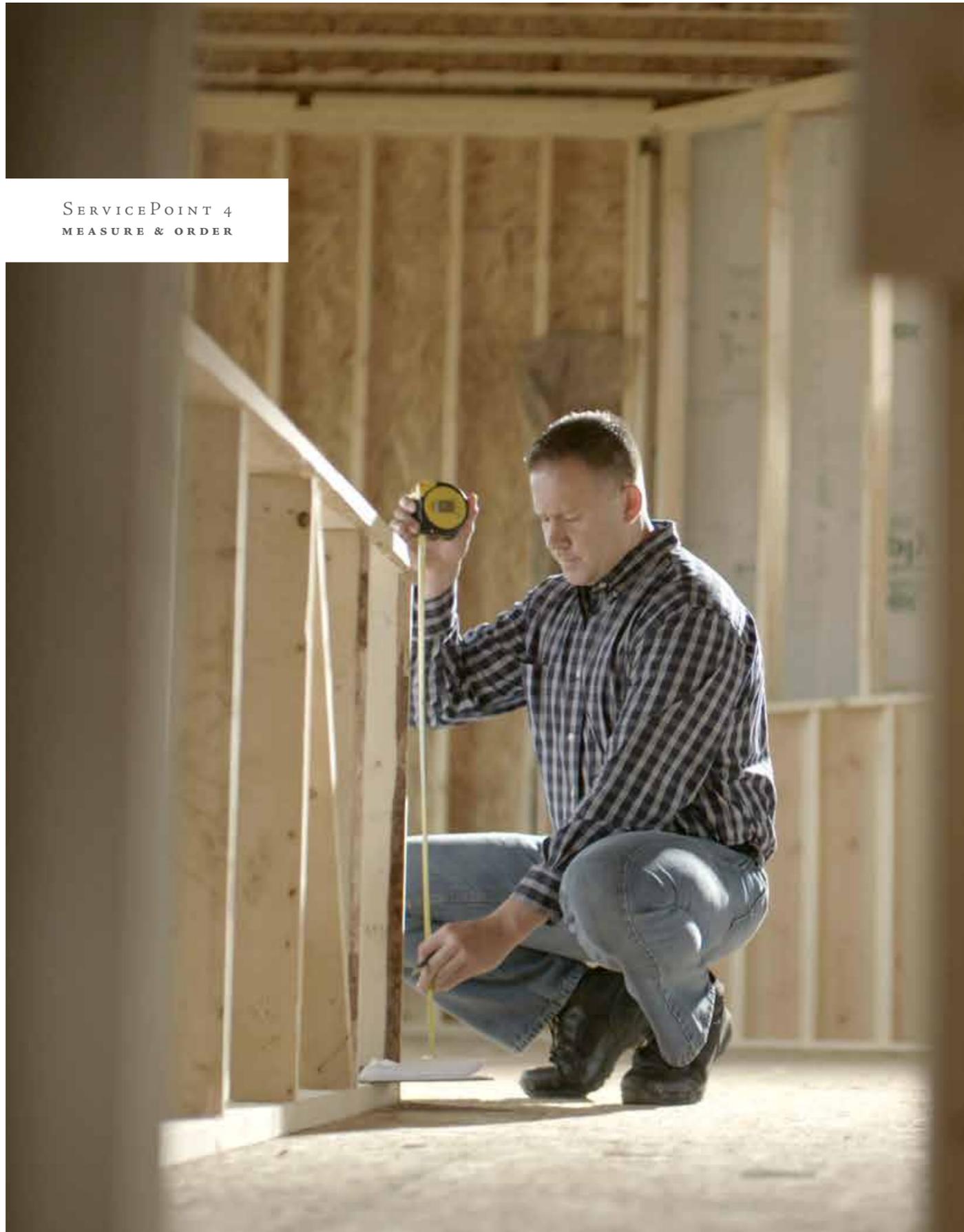


*Timberlake's network of manufacturing facilities, builder direct operations
and our headquarters makes Built by Service® a nationwide promise.*



● MANUFACTURING ▲ SERVICE CENTERS ⊙ CORPORATE HEADQUARTERS

SERVICEPOINT 4
MEASURE & ORDER



MEASURE & ORDER

Raise your expectations. We measure up.

Numbers on a blueprint aren't enough. For an on-time, in-spec installation, kitchens are field-measured for accuracy. Only after every detail is confirmed do we order. This allows us to deliver the highest level of accuracy in meeting construction timelines.





SERVICEPOINT 4
MEASURE & ORDER

MEASURE & ORDER

“
Anyone that solely relies on a blueprint for ordering is going to have problems. Timberlake understands that things change. They field measure every home. And they get it right.

KEVIN CLARK
DIVISION VICE PRESIDENT
M/I HOMES - ORLANDO



SERVICEPOINT 5
DELIVER & INSTALL

DELIVER & INSTALL

Installing Confidence.

On time. And next-trade ready. That's our goal. So we work hard to prevent problems before they happen. We take responsibility for the supply chain as soon as the house is released. We focus on getting the right cabinetry to the right house on schedule, allowing installations to start—and finish—on time. Plus, we communicate throughout the process so you stay in the loop.

INFORMATION 24/7

Every build runs on information, managing the thousands of details, schedules, demands and changes. Timberlake has created proprietary technology to provide insight and visibility to keep the job on track.

RAPID RESPONSE. RIGHT. QUICK.

Nobody likes to see blue tape after a walk-through, but it happens. When issues arise, Timberlake Rapid Response makes things right—quick—with expedited replacement ordering.





SERVICEPOINT 5
DELIVER & INSTALL

DELIVER & INSTALL

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A smooth installation starts long before the installers go to work. Our office and field teams coordinate the process, communicating regularly to keep everything on track.

ERIC HENDRICKS
GENERAL MANAGER—
FLORIDA SERVICE CENTER
TIMBERLAKE CABINETRY





SERVICEPOINT 6
PUNCH-OUT & COMPLETION

The best way to deal with punch-out problems? Prevent them.

Punch-out problems can delay a close, and that costs you money. That's why with Timberlake a local Field Supervisor is assigned to your lot and checks out every installation personally, so we can make corrections even before you have to ask. We get it right, so you get it sold.

PUNCH-OUT & COMPLETION





SERVICEPOINT 6
PUNCH-OUT & COMPLETION

PUNCH-OUT & COMPLETION

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We know how to solve problems fast. But our real focus is on preventing them before they even happen.

MIKE BROWN
REGIONAL OPERATIONS MANAGER - TEXAS
TIMBERLAKE CABINETS



Our people set us apart.

Let's start with the fact that you'll have boots on the ground in your market. We'll approach every house with an experienced and dedicated team that includes:

SALES REPS	DESIGNERS	SERVICE TECHS
ORDER PROCESSORS	BUILDER SERVICE REPS	FIELD SUPERVISORS

Each one is a trained and knowledgeable professional who work together to close your homes on time.

And with us, business is personal. Our team will form a relationship with you, not just to meet your needs, but to anticipate them. We'll know your business, your preferences, your timeline, and probably your voice on the phone. We monitor our performance, take swift action when issues arise, and strive for continuous improvement.

It's not just what we do, it's who we are.



There's more inside
every Timberlake
cabinet than you
ever imagined.

*Timberlake has become America's #1 builder-focused
brand by keeping our Built by Service® promise.*

**BUT DON'T TAKE OUR WORD FOR IT.
LOOK AT THE FIGURES BEHIND THE FACTS.**

We're part of American Woodmark, a publicly traded company and one of
the largest cabinet makers in the US

Thousands of employees nationwide building careers and communities

18 manufacturing plants, for fast delivery and closings

20 service centers ensuring professionals in your region

30+ years serving builders, with headquarters in Winchester, VA

The top 20 U.S. production homebuilders work with us

Over 1 million homes completed

What can Built by Service[®] mean to you? Let's talk.

Your Timberlake Sales Representative can give you more details, share examples of projects in your area, and even talk through timelines and quotes. Get in touch. Built by Service[®] is making a difference to builders all over the country.

LET US SHOW YOU WHAT IT CAN MEAN FOR YOU.
VISIT US AT TIMBERLAKE.COM.



TIMBERLAKE. LOCAL AND PERSONALIZED FOR YOU.

There should be a little intro copy here. Maybe talking about here are some regional specifics and Timberlakes belief in Built by Service[®] to bring the builder the service they want to help them close homes faster. Leading into the regional and part replacement lead times.

REGIONAL LEAD TIME

REGIONAL PART-REPLACEMENT TIME

CONTACT US:

SALES REPRESENTATIVE

NAME _____

PHONE _____

EMAIL _____

FIELD SUPERVISOR

NAME _____

PHONE _____

EMAIL _____

CUSTOMER CARE

*Cabinetry is just the beginning.
Service sets us apart.*



TIMBERLAKE[®]
CABINETS | BUILT BY
SERVICE

P.O. BOX 1980
WINCHESTER, VIRGINIA 22604
WWW.TIMBERLAKE.COM

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