

# AT UNITED HARDWARE

you're not just a number,  
***YOU'RE FAMILY***



HOME OF  
**HARDWAREHANK®**

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**UNITED HARDWARE®**



# JOIN THE UNITED HARDWARE FAMILY



## UNITED HARDWARE®

has helped our members build successful businesses and vibrant communities since 1945.



### A MEMBER-OWNED COOPERATIVE

**WE RESPECT YOUR INDEPENDENCE  
AND ENCOURAGE IT!**

We want you to be you and we will assist you in maintaining your individuality and help you support your community.

# A TRUSTED PARTNER FOR INDEPENDENT DEALERS

Hank & Hannah Approved!

HOME OF  
**HARDWAREHANK®**

**UNITEDHARDWARE®**

United Hardware, home of the Hardware Hank brand, is a full-line wholesale hardware distributor providing distinctive brands, services and capabilities to help our members build successful businesses and vibrant communities.



## Regional Expertise

+ Robust region-specific knowledge and merchandise mix. +

## Collaborative Dealer Network

+ Deep dealer connections focused on community and consumer experience. +

## Strong Vendor Partnerships

+ Dynamic vendor support to leverage products and programs. +

## OUR MISSION

**UNITEDHARDWARE** brings together our **independent** dealers, **team** members & **partners** to power the American dream

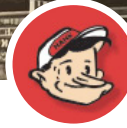
## OUR VISION

We are a **trusted partner** providing distinctive brands, services and capabilities to help our members **build successful** businesses & **vibrant** communities

# OUR HISTORY & BRAND STORY

## THE EVOLUTION OF HARDWARE HANK

The Hardware Hank brand continues to evolve and proudly represent communities across the Midwest. The evolution started in 1957 and in 2017 Hardware Hannah was introduced joining the Hardware Hank family.



## HARDWARE HANK HISTORY

1945

The Hardware Hank story began, after the second World War was ending, in the fall of 1945. E.J. "Gene" Koblas acquires an interest in the United Hardware Distributing Company. Soon after, Mr. Koblas organizes a membership-based buying group of 100 furniture stores and operates under the name "United Furniture Distributing Company."

1949

The two enterprises merge to form the United Hardware & Furniture Company.

1954

The furniture division is sold. Mr. Koblas retains a minority interest and serves as the company's Chairman of the Board of Directors.

1957

The retailers buy the remaining stock and establish their own Board of Directors. The member-owned cooperative, **United Hardware Distributing Co., is created and launches the Hardware Hank brand.**

1990

United Hardware Distributing Co. acquires a new distribution center in Milbank, South Dakota. The new warehouse has over 400,000 square feet and stocks more than 55,000 products.

2009

The Milbank, South Dakota warehouse undergoes an expansion to its current facility.

2017

Hardware Hank celebrates his 60th birthday in 2017. Two years later, Hardware Hannah is introduced as the newest member of the Hardware Hank family.

2022

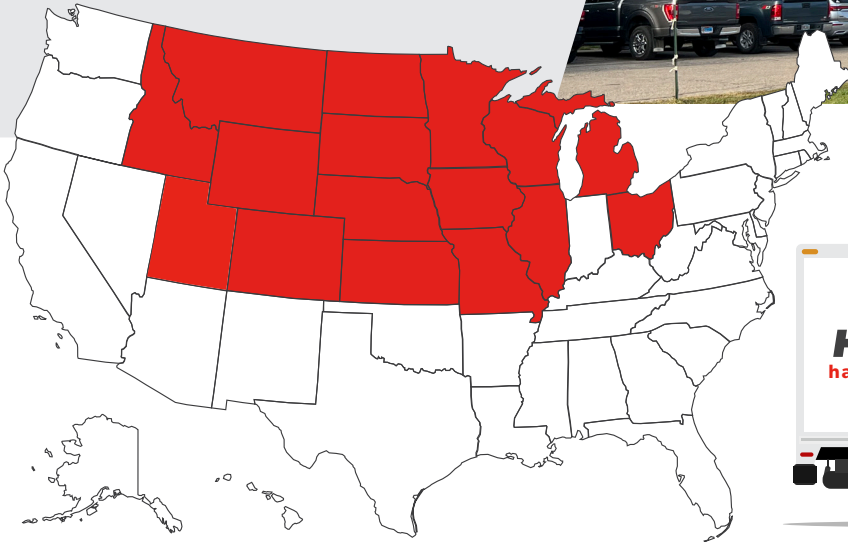
HardwareHank.com eCommerce website is launched. United Hardware's corporate headquarters moves to Maple Grove, MN.

# # 1 PRIORITY – RETAIL SUPPORT WHERE IT MATTERS MOST

Assisting you daily and supporting your independence



Distribution Center - Milbank, SD  
Over 450,000 Sq. Ft.



PROUDLY SERVING OUR COMMUNITIES



**700+**  
INDEPENDENT  
HARDWARE HANK  
TRUSTWORTHY  
RETAILERS

**16**  
STATES  
MIDWEST  
COMMUNITIES

**100%**  
MEMBER OWNED  
HEADQUARTERS  
MAPLE GROVE, MN

**50,000+**  
PRODUCTS  
WAREHOUSE  
MILBANK, SD



## Field Support Team



## Customer Service



### Traffic / Logistics



### Marketing

- Brand
- Programs
- E-Commerce



### Finance

- Retail Accounting
- Credit



### Merchandising/ Replenishment



### Category Management



### IT / POS Support

- Premier POS Vendors

# ELEVATE YOUR BUSINESS

with Support from United Hardware

“ *The responsiveness and friendliness of all the staff has been wonderful. As a new member I have felt very supported and like my business and issues/comments are important.* ”  
- Janesville Hardware

## MEMBER OWNED

Dealers invested in the cooperative.

## WAREHOUSE

50,000+ SKUS stocked.

## DROP SHIP

Access to a full product line of 700+ vendors. Available to bill through United Hardware.

## REGIONAL-SPECIFIC PLANOGRAMS

Market assortments tailored to your customers.

## LOCAL MARKETING PROGRAM SUPPORT

Marketing programs and tools that drive sales and connect you to your local community.

## RETAIL SUPPORT THAT IS FOCUSED, UNIQUE & SPECIALIZED

District Managers regularly visit your store to assess your business and understand your needs. Store planning experts provide personalized recommendations to create a business plan customized to your store.

## PROGRAM OPPORTUNITIES

Improving margins in key categories to build the growth of your business.

## INDUSTRY-LEADING FILL RATES

Serving stores in the midwest  
with top-notch service!



# STRENGTHEN VENDOR PARTNERSHIPS

United Hardware builds strong relationships

## #1 PAINT BRAND IN THE WORLD

United Hardware continues to strengthen vendor partnerships and leverages vendor support to empower dealers with exceptional products and programs. Our partnership with Sherwin-Williams has grown in the past 25 years, enabling us to strengthen the Valspar brand in the Midwest.



SHERWIN-WILLIAMS®

valspar®

THE PERFECT COLOR GUARANTEED.

Visit [valsparcolorguarantee.com/ir](http://valsparcolorguarantee.com/ir) for complete details.

valspar  
COLOR  
GUARANTEE



Whetstone Home Center  
Milbank, SD



**Congratulations to United Hardware's Top 100 Paint Award Winners**  
Each year stores are recognized for their Valspar paint sales



Valspar® has refreshed their line of products qualifying for the Love Your Color Guarantee®. Now offered under this guarantee are Accolade®, Medallion® Plus and Supreme Edge™. More choices, more confidence! Customers can now freely select the products they want today, knowing that if they're not completely satisfied with their color choice, they can easily switch to another one at no extra cost.

# STRENGTH IN NUMBERS

Building relationships, marketing and programs  
in support of our key vendor brands

## TOP NAME BRANDS IN THESE CATEGORIES

**AUTOMOTIVE** 

**FVP**  
The Confident Solution®

**KEEPER**  
PERFORMANCE ENGINEERED

**HOPKINS**

**BUILDING  
MATERIALS** 

CHAMBERLAIN

**GRK**  
FASTENERS™

**Master  
Lock**

**CLEANING  
SUPPLIES** 

**CLOROX**

 Kimberly-Clark

**Johnson**  
A FAMILY COMPANY

**ELECTRICAL  
& LIGHTING** 

**Energizer**



**LEVITON**

**FARM  
& RANCH** 

**Koch**  
INDUSTRIES INC™

**Miller**  
Manufacturing  
Company  
Farm, Ranch & Pet Products

**WOODSTREAM**

**HARDWARE** 

**MIDWEST**  
YOUR FASTENER CONNECTION

 THE  
**HILLMAN**  
GROUP

**Kwikset**

**HEATING  
& COOLING** 

 MR HEATER

**Danby**

**Lasko**

**HOME &  
DECOR** 

**Berry**

Hamilton Beach



# STRENGTH IN NUMBERS

Building relationships, marketing and programs  
in support of our key vendor brands

## TOP NAME BRANDS IN THESE CATEGORIES

**LAWN &  
GARDEN** 



**Gilmour**  
GARDENING INNOVATION  
**FISKARS**<sup>®</sup>

**OUTDOOR  
LIVING** 



**OUTDOOR POWER  
EQUIPMENT** 



**GENERAC**

**OREGON**<sup>®</sup>

**PAINT  
& SUPPLIES** 

valspar

**3M**

 **RUST-OLEUM**

**PLUMBING** 

**Reliance** Water Heaters



**WAYNE**<sup>®</sup>  
Water Systems

**SPORTING GOODS  
& APPAREL** 

**WL**<sup>™</sup>  
wells lamont<sup>®</sup>



**STORAGE &  
ORGANIZATION** 

**Rubbermaid**<sup>®</sup>



**TOOLS** 



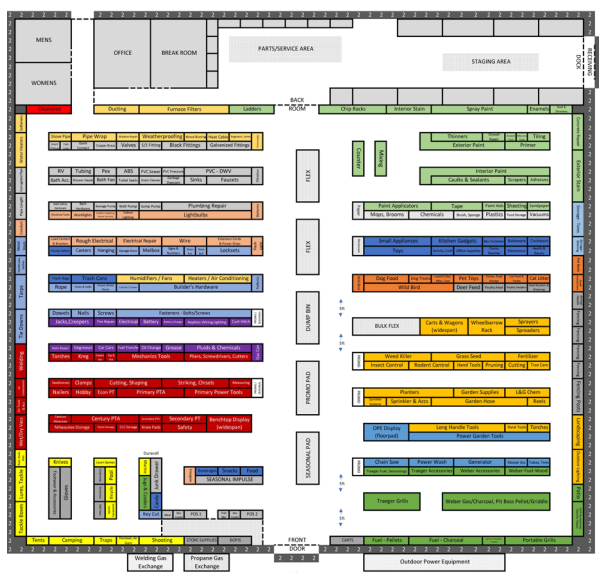
**WILDLIFE &  
PET SUPPLIES** 

**Wild  
Delight**  
Premium Nutrition For Outdoor Birds



# CORE SOLUTIONS

*Program designed to identify and enhance core category assortments that build the foundation of a business.*



## Customized for your store!

- 6,000, 10,000 and 15,000 sq. ft. store diagram options
- Core category planograms featured
- Showcases shopping best practices
- Recommendations on fixtures, signage, displays and endcaps



## WE ARE HERE TO HELP

*Steps to achieving retail success*

### STEP 1 Market Analysis

- Demographic reports
- Market potential report
- Retail Gap report
- Customer Segmentation report

### STEP 2 Category Review

- Inventory analysis
- Category selection / store blueprint
- Prioritize department performance
- Recommended space allocation

# CATEGORY MANAGEMENT PRODUCT ASSORTMENTS



## CATEGORY STRATEGY

## CONSUMER DRIVEN PRODUCTS

## GROWTH OPPORTUNITIES

*All programs are designed to offer comprehensive product assortment focused on consumer demands and retail performance.*

*Analytics and research driven assortments.*

*Marketing support provided to educate consumers.*

*Specialized turn-key programs designed to help stores stand out as a significant retail destination in specific key categories.*

### PROGRAMS FEATURE:

- Department/Category focused planogram
- Launched at Buying Markets
- Projected ROI analysis
- Store planner resource
- Supported by marketing efforts
- Includes signage and accessories



# RESOURCES TO SUPPORT YOUR BUSINESS

## UH MOBILE APP

In-Store | Buying Market Ordering



Download Today!  
Search United Hardware



The United Hardware mobile app has been developed to:

Enhance the ordering process & improve the overall customer experience

## UNITEDHARDWARE UNIVERSITY

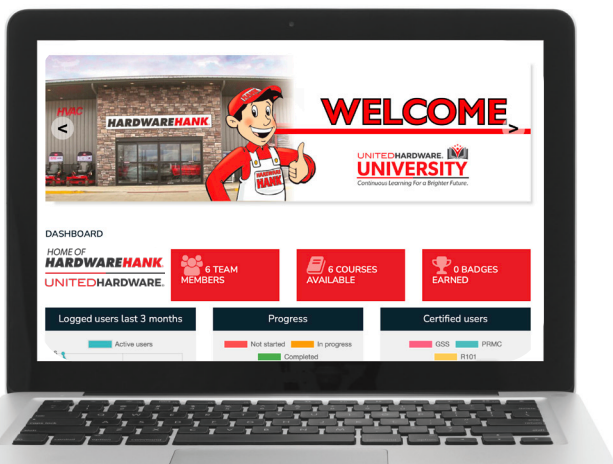
Continuous Learning For a Brighter Future.

United Hardware's online learning environment is equipped to:

Provide store personnel with training & a continuous learning experience

### Course Resources:

- Professional Management Training
- Retail Entrepreneurship
- Retail Sales 101
- Professional Sales Training



## RETAIL ACCOUNTING

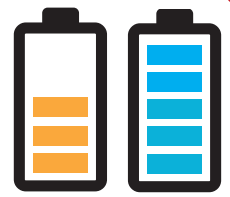
UNITEDHARDWARE

See beyond the numbers

United Hardware's Retail Accounting program allows you to focus on running your business while our experienced staff handles the accounting tasks for your store.

### Services Include:

- Financial Reporting: Financial Statement of Assets, Liabilities & Equity, Cash Flows, Statistical Reports and Yearly Income Statements
- General Ledger: Detailed summary of every item of income and expense
- CPA Directed
- Bank Reconciliation
- Sales Tax: Monthly sales tax return preparation
- Payroll reporting Monthly, Quarterly and Annual Tax Filing
- Year End Inventory and Accounting Reconciliations
- Amortization schedules for Loans



United Hardware's Marketing Advantage+ program, gives you the choice to select the program that adds the most value to your business.

## PROGRAM SUPPORT

### UNITED HARDWARE RETAILER Rewards

Earn reward points from buying events and vendor programs to reward your company.



### VALUE ADDED SERVICES

Save through valued partnerships to build success for your business.

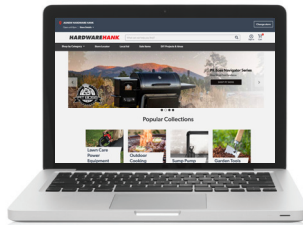
**SAVE 20% ON HARDWARE HANK BRANDED APPAREL & MERCHANDISE**



### HARDWARE HANK

hardwarehank.com

E-Commerce website giving you a competitive advantage online.



### Social Media SUPPORT



Resource for content and promotion support with social media. Focused on Facebook, Instagram and Pinterest.

## ADVERTISING SOLUTIONS

to fit your market

Communication and events promoting your brand, products and services to consumers. Utilizing traditional and digital platforms.



## ADDITIONAL SUPPORT



### Livin' Easy Catalog

Spring & Summer products featured in print catalog, also available on hardwarehank.com to order and ship to store



### Adstudio/ Signstudio Program

Access to all Retailer's Choice ads; create your own ad & signcards for your monthly promotions

**Adviewer service** - posting sale ads to social media; customer service assistance

EMERGING  
**LEADERS** 

**UNITED HARDWARE**  
Developing Leaders for Tomorrow



**PARTNERED WITH** 

Continuous improvement is one of our core values and United Hardware has created an “Emerging Leaders” program to identify and develop the cooperative’s future leaders. We have partnered with The Friedman Group to provide professional leadership and management training resources. The Friedman Group has been conducting training and development sessions and seminars for more than 40 years.

**UNITED HARDWARE**  
**RETAILER Rewards**

The **POWER** of  
**REWARDS**

*As a benefit of being a United Hardware member you can earn reward points from buying markets and vendor programs to reward your company.*

Visit [uhretailerrewards.com](http://uhretailerrewards.com)



**SHOP & BUY**



**EARN REWARD POINTS TODAY**



**REDEEM FOR REWARDS**

SAVE UP YOUR POINTS & APPLY THEM TO DEALER TRIPS!  
REWARD POINTS ARE **GOOD FOR 5 YEARS**

**GET COOL STUFF**

- ✓ Merchandise
- ✓ Experiences
- ✓ Live Event Tickets
- ✓ Travel / Hotels
- ✓ Digital & Physical Debit Cards
- ✓ Digital Gift Cards
- ✓ Account Credit

# MAKING MEMORIES AS A COOPERATIVE

Networking that brings together members, employees and vendor partners  
It's time to plan ahead and attend!



**FROM THEN UNTIL NOW**

## BUYING MARKETS

**Two annual events** in the **Spring & Fall** focused around buying, training, networking and marketing

### Key Offerings:

- Deep discounts and extended payment terms
- Buying opportunities – Spotlight Opportunities, Pallet Buys, Market Specials, New Items , Traffic/Impulse and Big Hits
- Training opportunities
- Marketing services
- Category Management programs
- Family-Oriented Evening Events
- Prize Giveaways



**SPOTLIGHT OPPORTUNITY**

**30% or More Discount on Planograms**

**1st Time Attending a Buying Market**  
United Hardware will give complementary rooms up to two nights of stay!

## DEALER TRIP - EARN A VACATION

**Earn your retailer reward points and convert them into "trip points" to support your next adventure!**

*With the help of vendor support, United Hardware takes its members, employees and key-sponsored vendors on a trip of a lifetime.*

Past Trips: Hawaii, Costa Rica, Cabo, Ireland



# BE A PART OF THE *UNITED HARDWARE* *FAMILY*



HOME OF  
**HARDWAREHANK**®

**UNITED HARDWARE**®

FOLLOW US ON SOCIAL MEDIA



SCAN ME

**CONTACT US TODAY!**