



THE HARDWARE HERALD

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NEW STOCK ITEM IN THE YARD!

2½" Corrugated 26-gauge Galvanized Roof Panels
24" installed coverage, 26" overall width.

We're now stocking 8' and 10' panels.



THE ULTIMATE PRESSURE WASHER IS IN AT ISLAND HARDWARE!

Mi-T-M Choremaster CM-3000-4MHC Pressure Washer

187 cc Honda GCV190 OHC Engine,
\$472.00 — as always, \$20 over cost!

PERFECT TIME FOR DECK CLEANING & BRIGHTENING!

30-second Outdoor Cleaner \$11.19/gallon

Sharkskin Cleaner & Brightener..... \$24.99/gallon



NEED A NEW COMPRESSOR? WE'VE GOT THE PERFECT ONE!



Makita Big Bore MAC2400 Electric Air Compressor

4.2 gal Tank, Cast Iron.

Super quiet & a great deal at \$300!
(We even beat Amazon's price!)

Our great hardware distributor, Orgill, has paired up with The North American Paper Company to provide us with **Classic** Brand 2-ply 500 sheet/roll TP @ **Costco prices!** As with all our toilet paper, this brand is approved for septic tanks.

Hey, husbands! Are you stymied trying to come up with a truly personal Anniversary gift? Well, search no more! At \$1.07/roll, this premium **Carlyle** brand TP is made by the same company as our **Classic** brand, quite possibly from softer trees.

I've heard of folks on the "Gold Coast" who actually use **Carlyle** on a daily basis regardless of cost! Go figure.



CORONA VIRUS UPDATE

I sincerely thank all of you on behalf of each of our employees and their families. When we were informed that we were an essential business, we thought that we'd just stay open in case you folks needed a repair part or two for your home. We cut our hours so that each full timer would work six hour shifts instead of their normal eight. We figured this would cut each employee's exposure to the virus. They probably would not be that busy anyway. **WRONG AGAIN!** And yes, they work 6 and get paid for 8.

You have supported us beyond our wildest expectations. Garden supplies, seeds, soil, plants, paint, paint sundries, home repair materials, Costco home supplies, & snacks have been marching out of here at near record quantities.

Your continuing support during these @#! virus times help make it possible for our employees to receive their regular pay checks, full medical benefits, vacation pay, sick leave, and very healthy profit-sharing considering the times. To say the least, they are very grateful! In fact, a number of our staff are actually experiencing a bit of guilt about how well they're doing compared to so many other islanders who have lost their ability to provide for their family through no fault of their own!

One of our normal goals is to deliver our Roda premium brand paint to you tinted to perfection, but now an even more important goal for every one of us (and I believe for you) is that no child on Orcas shall ever need to go to bed hungry. It's amazing how the gift of a few bags of groceries or maybe a new wheelchair ramp can uplift the spirits of everyone involved. I know my spirits could use about a hundred bags of groceries worth of uplifted spirits right about now. How about you? Please call Marce at the store if you know of someone we might be able to help.

ISLAND HARDWARE & SUPPLY MANAGES TO SUCCEED WITHOUT ONE KEY BUSINESS INGREDIENT: GREED!!!!

At Island Hardware & Supply, we are dedicated to you and all your different hardware needs.

We've been around for more than 50 years, supported by our wonderful loyal customer base. We have 2600 private store charge accounts and we cherish each and every one of them.



OUR COMPANY AT A GLANCE

Our Business recipe for success (sometimes known as a mission statement):

1. Each employee is empowered to “make things right” with customers on their own. “No, the manager is not here right now,” or “It’s not my business—I just work here” excuses are not acceptable.
2. This concept is so elementary that I just about didn’t include it. It is, however, very important. Treat your customer as you would like to be treated. Sounds a lot like the Golden Rule, doesn’t it? It might be simple, but it’s oh, so crucial.
3. Each employee receives his or her share of half of the business’s profit. Checks are distributed every month and can make a retail clerk’s wage into a living wage. Hey, they made the profit so they should get some of it! The rest of the profit goes to taxes and community charities with some hidden under a rock for a rainy day. Okay, a tiny bit goes to maintaining the lavish life style of the owner with his old Jeeps and old RV.
4. There are about 5,000 lucky men, women, and children living on Orcas Island. We are fortunate to have over 2600 private store charge accounts! The good-hearted islanders who choose to shop with us and try to pay their

bill each month are all “big shot” account holders, no matter how little they spend. We do ask them to come in expecting to have a good time and to leave with a bag of free popcorn and a smile.

5. Legally licensed contractors who make their living and provide much needed good paying jobs on Orcas will always get special discounts and, yes, special treatment. They’re the ones supporting the third largest chunk of our island’s economy—the building industry.

6. Most of what used to be our advertising dollars have been re-channeled into island charities. A good example of this is the thousands of dollars we used to spend on Yellow Page ads. Each dollar we are able to invest in our island community improves the quality of life for all of us. It’s a great investment.

7. Always try to hire people smarter than you. This is unavoidable and effortless for me. Since I retired in 2002, this company has grown and prospered without the “all important” owner being there on a daily basis. I guess if you empower employees who are smarter than you to succeed on their own and share the fruits of their efforts with them, you don’t need to be very important—just content, happy, and extremely proud of the results of this simple little recipe.

DESERT TORTOISE: KING OF QUARANTINE

This herbivore spends 95% of its life in underground burrows that it digs to escape the extreme heat and cold of the desert. When it’s foraging for food, it carries its house with it. Seems like the safe thing to do, but would be a little tough for us.



.....
 • Rest at home is better than “Rest in peace.” 6 feet away
 • is better than 6 feet under! Can I get an AMEN?
 •

.....
 • Fear does not stop death. It stops life.
 • Worry does not take away tomorrow's troubles.
 • It takes away today's peace.
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