

THE HARDWARE HERALD

published monthly by Island Hardware & Supply, Inc.

21 West Beach Road • Eastsound, WA 98245 • 376-4200 • Mon-Fri 7:30-5:30, Sat 8:30-5:30, Sun 9-3

Volume XXI, Issue VII: July, 2019

BUFFET BELTS ARE BACK!



A simple, super comfortable belt that expands @ the buffet table & contracts on your way back to your vehicle.

Still only \$12.99. It's all good.



LISTEN UP (PLEASE)

A new load of slightly irregular Dickie jeans just arrived. There are several styles and colors.

Same low price — only \$14



OOPS! ERROR. ERROR!

When we posted the notice below in last month's Herald, we meant it only for Anniversary Day. Any other time, we'll be happy to do any kind of special orders. Sorry for the misunderstanding!!

We are no longer accepting custom orders on roofing, doors, windows, and engineered wood products. Sorry!

TRAVEL TIME IS HERE

Over a dozen new RV products have arrived from our main hardware supplier, Orgill. Better yet, they're on sale with the rest of the RV department for the rest of June, July, & August!! Take 20% off at the register on all Orgill-supplied RV products and go have some fun. Yes, this even includes special order RV supplies from our favorite hardware supplier.



Note to self: Unlike Amazon, there is never a charge for "Prime" or shipping to the store when you special order any of our Orgill supplied 70,000+ items! As for returns... well, you decide which is more convenient.

ISLAND HARDWARE WELCOMES OLGA'S NEW RESIDENT "BEAR"

That's right, this bear is rumored to have swum over from Lummi island in search of a new home and three squares daily. I, for one, am rooting for the bear to settle down on the east side of the island where many wonderful animal lovers reside. I will support "Bear" in the upcoming mayoral election representing the good people of Olga.

Bear, I do not normally suggest that anyone stop by the Ace for their household needs before visiting us but since you have no transportation other than paws, they are about 2 1/2 miles closer than us to Olga.

Bear, if you can get someone to read this to you, let me just say that all of us at Island Hardware welcome you to our island (well, at least the east side).



FAMILY OWNED BUSINESS ONE/HUGE CONGLOMERATES ZERO

Can a family-owned wholesale hardware distributor ever hope to compete successfully with the likes of huge corporations like Ace, Do It Best, and True Value? You bet, if their name happens to be Orgill! Founded in 1847, they are the fastest growing independent hardware distributor in the world today, and yes, still family-owned.

When our long time hardware distributor decided to sell to the Ace Hardware conglomerate, we knew we needed a change. Do It Best and True Value reps had been coercing me for years to change to their programs, but I was not interested in "programs." We just needed good hardware on the shelves at a decent price. Orgill, on the other hand. did not offer exotic trips or other pie-in-the-sky benefits. In fact, years before the change, I told Orgill's rep that we were happy with our present supplier. They agreed not to hound us but that they would be ready if we ever needed them.

Well, ready they were! Before signing on with them (actually, I don't remember signing anything—just a simple honest handshake is all I remember), I traveled to Orgill-supplied stores in several states. They impressed me with their assurances that I would find complete honesty and fairness along with good products at fair prices. No big red signs, nationwide advertising, co-op costs, or slogans. Island Hardware & Supply would

remain just that—not some franchise!

One of the main reasons I thought we should go with Orgill without even talking to any of the other suppliers was my short visit with an Orgill order filler in their Utah distribution center named Zoe Kingsley. I was impressed by her big smile as she related how proud she was to be an Orgill employee. When they opened the distribution center in Post Falls Idaho, Zoe uprooted her family and moved right along with them. She was very instrumental in training the hundreds of new employees. Now she is a highly thought of executive at Orgill. Another cog in our decision to go with Orgill was that all through the 2008 recession, they elected not to lay-off employees (neither did we). They even continued matching their employees retirement fund contributions! If you come from a working class family, the way a company treats their employees becomes even more important to you.

Now the fact that a little hardware in Bellingham called Hardware Sales decided to buy heavily from "you know who" reinforced our decision. They now receive two semi loads a week from Orgill. We get at least one half a semi trailer load every Sunday delivered on their truck by one of their over 2000 employees. Remember, order by Thursday and pick it up the following Monday. Oh

yeah: no freight charge!

I've told you this before, but it bears repeating. When Orgill sent it's eleven person crew in to change tens of thousands of SKUs (price tags), they paid us for the products that did not match their brands. Now this is where they get cool. What to do with all that stuff? Well they offered some of it to their employees at super low prices. Anything that looked like it could be used to build affordable housing was donated to Habitat For Humanity! Bingo! Our kind of people!

When we signed on with Orgill, they were the fourth largest hardware distributor in the country. Now they are number three! Who says good guys finish last? Oh by the way, we are now one of two of the well over a hundred Orgill-supplied stores in Washington to qualify as a Pinnacle dealer. That means we buy at the very lowest rate always and we get a cheap little placard. To you, it means an assurance of our lowest possible prices while still being able to pay the living wages that our full time employees so richly deserve.

I guess if I had said that Orgill is a great supplier and they kept us from becoming just another cookie cutter hardware store franchise, you would not have had the opportunity to wade through all of this. On the other hand, this side up covers a small bird cage floor quite nicely.

Rivers, ponds, lakes, and streams—they all have different names but they all contain water. Just as religions do—they all contain "truths."

~Muhammad Ali