

Account Lookup: Access your account for purchase history. Visit www.colehardware.com and click on the Account Lookup link at the bottom of the home page.

Ace® Hardware: Our affiliation with ACE allows us to get quality products quickly and opens doors of the world's manufacturers, so we can get you what you need. ACE's buying power enables us to sell to you at the right price, too!

ATM and Credit Cards: We'll accept your ATM card for payment. You can get up to \$20 cash back, too. We also accept VISA, MasterCard, Discover, and American Express credit cards, Google Wallet, Apple Pay, and all contactless forms of payment.

Balloons: We have free Cole Hardware helium balloons for the kids. Helium is also available to inflate your party balloons for \$0.99 per balloon.

Birthday Discount: Come in on your birthday, show your I.D., and we'll give you a percent discount amounting to half your age. Must be a Rewards member. Discount is available only on your actual birthday and cannot be applied to sale/promotional merchandise, power tools, household appliances, water heaters, gift cards, Muni passes, Clipper cards, meter cards, postage stamps, or special orders. Discount applies to purchase for the personal use of recipient only. Maximum discount \$100.

Bridal and Gift Registry: Schedule an appointment to set up a gift registry. We will set up the registry for your friends and family to purchase gifts online. Email service@colehardware.com to schedule an appointment or for further information.

Business-2-Business: Members of this program receive free next-day delivery for in-stock orders of \$100 or more, special pricing, and personal service. Stop by or call any of our locations for more information.

Carry-Out Service: We'll be happy to load your purchases into your car. Just let the cashier know.

Charge Accounts: For your convenience, we have in-house charge accounts for businesses. Request an application from accounting@colehardware.com. We will review the application and open an account for you.

Chauffeur Service for Senior Citizens: If you need help getting to our stores and you live in San Francisco or the Rockridge neighborhood, call us to arrange a mutually convenient time to pick you up.

Clipper Cards: All of our locations sell and reload Clipper card fares.

Cole Hardware Supplies: We have an entire division devoted to servicing the needs of commercial and industrial customers throughout the Bay Area and beyond. We offer charge accounts, on-site account specialists, free delivery, and the personal services of our friendly team. Give them a call at (415) 647-1800 or email colesupply@colehardware.com.

Color Matching: We have terrific paint-matching computers. Bring in a swatch of fabric or quarter-size paint chip, and the staff can match just about any color.

Community Partners Assistance Program: Schools and nonprofit organizations whose mission is to improve the lives of those around us, either directly or through cultural enrichment, can join a special program of discounts and donations. Cole Hardware donates 10% of all purchases made by your organization's community. Visit www.colehardware.com/partners for details.

Community Savings Days: One day a month, we offer a 20% discount to students, seniors, school district employees, active members of the military or veterans, and first responders. This promotion cannot be applied to Rewards accounts and is not valid on gift cards, Muni passes, Clipper cards, meter cards, postage stamps, or special orders.

Coupons: We honor all manufacturers' coupons. If we carry the product, we'll honor any other store's coupons as well.

Delivery: Free same-day San Francisco and Rockridge neighborhood delivery for Rewards members with purchase of \$100 or more. See store at the time of purchase for scheduling deliveries. We'll do our best to get your order to your home or business that day. Please allow a 2-hour delivery window.

Disabled Customer Discount: Sign up for our Rewards program, show your Medi-Cal card or other proof of disability, and get 10% off all discountable merchandise in our stores.

Electrician: Call any of our stores to be referred to an electrician. For 24/7 emergency referrals after store hours or on weekends, you will be connected directly to our electricians by calling (415) 753-2653. (24/7 service not available in Rockridge.) Email: Write to us at service@colehardware.com.

Fax Service: Our fax machines are available for your personal use. We do charge for our fax service—please ask for rates. Fax numbers: Cole Valley: (415) 753-0957; Downtown: (415) 777-4453; Russian Hill: (415) 674-8917; SoMa: (415) 647-2045; North Beach: (415) 432-5872; Rockridge: (510) 852-8216.

Flash Friday Deals: Sign up to receive our weekly deals available only by email. You can easily sign up from our homepage or email service@colehardware.com with the word "Flash" in the subject line.

Gift Cards: We offer Cole Hardware gift cards and Ace Hardware gift cards in almost any denomination.

Glass Cut to Size: Plexi-, single-, and double-strength glass cut while you wait. We can also special order curved, tempered, laminate, and obscure glass, as well as mirrors and tabletops. (Coming soon to North Beach.)

Hardly Strictly Hardware (HSH): The Cole Hardware digital newsletter is delivered free, directly to your desktop and smartphone. The HSH contains information on new products, practical tips, and more (or less!).

Hardware Hotline: We publish our newsletter every month of the year. See the online version at www.colehardware.com. It's homegrown and filled with interesting articles about hardware, our community, and of course, Cole Hardware.

Hours of Operation: We're open every single day of the year including every holiday. Our Cole Valley, Russian Hill, North Beach and Rockridge stores are open 8:00 am–8:00 pm daily. Our SoMa location is open 8:00 am-7:00 pm daily. Our Downtown store is open Monday-Saturday from 8:00 am-7:00 pm and on Sundays from 9:00 am-6:00 pm. Holiday hours vary.

Lamps Rewired: Our Rockridge store offers rewiring services for table and floor lamps. Contact store for information and pricing.

Lifetime Warranty: Your “complete satisfaction” dictates that we offer a lifetime warranty on just about everything we sell.

Lock Rekeying: See store for details.

Locksmith Service and Key Cutting: We cut keys at all our stores, including hard-to-find computer ChipKeys for automobiles. We have an expert locksmith on duty Monday through Friday at our downtown Fourth Street store (415) 777-4400). We can also send a locksmith to your home or business 24/7. Call (415) 753-2653 ext. 3 for a locksmith referral after hours. (24/7 service not available at Rockridge.)

Low-Price Guarantee: Just bring in another store's printed ad, and we will honor the lower price.

Metal Cuts: Available at all stores. See store for details.

Muni: We sell 1-Day, 3-Day, and 7-Day Passports and parking meter cards in \$20 and \$50 denominations.

Online Shopping: Shop 24/7 from the convenience of your home at www.colehardware.com, acehardware.com, or google.com/express. Choose in-store pickup, and we'll have your purchase ready when you come in.

Photocopies: We're happy to photocopy documents. Please ask for rates.

Pipe: We cut and thread galvanized and black pipe, your pipe or ours. (Note: Downtown and Russian Hill cannot thread.)

Plumbing Service: Call any of our stores to be referred to a plumber. For 24/7 emergency referrals after store hours or on weekends, you will be connected directly to our electricians by calling (415) 753-2653. (24/7 service not available in Rockridge.) Email: Write to us at service@colehardware.com.

Postage Stamps: Purchase a booklet of FOREVER® STAMPS at any of our locations.

Recycling: Bring your old paint (liquid paint only—put dried paint cans into your own recycle bin, lids off!), used rechargeable batteries (nickel-cadmium), used household batteries (alkaline and regular), copper and brass scrap metal (such as keys, bathroom and plumbing fixtures), cell phones, expired printer cartridges, spent small propane tanks, mercury thermostats, and spent fluorescent bulbs into any of our stores, and we will send them off to be recycled into new products. (Rockridge can only accept large propane tanks.)

Repair Referral Service: Our alliances with competent, honest, quality tradespeople assure you excellent work on your home, property, or office. We are a licensed contractor (#708403). Visit repair.colehardware.com or call any of our stores for a referral.

Repotting Service: Pick out the plant and the pot, and our Cole Valley, Russian Hill, North Beach, or Rockridge nursery staff will repot your plant for free.

Return Policy: We accept returns on most items. (Power tools, appliances, etc., may only be returned subject to manufacturer's warranty. Hand tools exchanged for defective replacement only. No return on snow cables, bolt cutters, plungers, snakes—there's a list.) Receipt required for cash refund.

Rewards Program: Earn a 3% dividend on purchases and much more. Membership is quick and free. Sign up today!

Rug Cleaners Rented: We have steam carpet and upholstery cleaners available for rent at each store.

Senior Citizen Discount (age 65 or older): 10% off all purchases of non-sale merchandise.

Shade Cutting: Available at all stores.

Sharpening Service: Knives and scissors sharpened while you wait or same-day service. (Note: Downtown and Russian Hill stores do not sharpen scissors, just knives.) Professional knife sharpening at all locations on alternating weeks. See our event calendar or contact store for dates and times.

SodaStream Carbonator Exchange: We exchange spent SodaStream carbonators at all our locations.

Speakers Bureau: Topics range from home repair to gardening to security to small business marketing and more. If you need a speaker for your organization, call (415) 432-2665.

Special Orders: If we don't have what you need in stock, we'll do our best to obtain it as quickly as possible.

Student Discount: Show us your student I.D. and receive a 5% immediate discount.

Tool Rental: We rent many hand and power tools, garden tools, and moving totes, too. Contact our stores for availability. (Tool rental coming soon to North Beach.)

UPS Shipping Service: We ship packages all over the country for our Rewards members via United Parcel Service. Standard rates apply.

Website: Visit www.colehardware.com.

Window and Door Glass Replacement: Our Cole Street location offers glass replacement on wood frame windows and doors.

Window Screens: Our Rockridge and SoMa locations offer window screen repairs. Contact store for information and pricing.

Wood Cuts: Available at all stores.

By the way, we sell hardware, too.