

**BAG SALE!
20% OFF!**
STOREWIDE

Cole St., Mission St.
and Polk St. Locations
Saturday, Nov. 12

Cole Fox **Friday, Nov. 11**
see page 2 for details



**E-Waste
Drop-Off**

**Saturday
November 12
Mission St. Store**
see page 11 for details



**Don't Miss Our
After
Thanksgiving
3-Day Sale**
Nov. 25, 26, 27

COLE HARDWARE®'s *Hardware Hotline*

November 2011

NEWS AND VIEWS FROM AROUND THE STORES



Gift Registry
Now at **COLE HARDWARE**!

 **Benjamin Moore**
Paints

 **SAN FRANCISCO
GREEN
BUSINESS**

Announcing Our Community Partners Registry and More!

This year marks the 17th year of our Community Partners Assistance Program. Each year we try to enhance the program by adding more benefits that will assist schools and nonprofit groups in the City with their fund-raising efforts. We are pleased to announce that we are expanding our gift registry to encompass our Community Partners groups, so they can register for supplies needed for special projects or create an ongoing wish list of products that they are always in need of for running their programs.



The registry may be used for improvement projects and can include paint and supplies or cleaning products. Schools and community gardens can register for gardening supplies. We will

set up the registry, and supporters can easily access your group's wish list online to purchase any of the list items or a gift card.

It's quite simple to get started. Simply e-mail
continued on page 8...

Celebrating 15 Years of Tina and 8 Years of Our Polk Street Store!

This August marked Polk Street store manager Tina's 15th year anniversary of her career at COLE HARDWARE! Tina actually wears two hats; she also



Tina, third from right, with her Polk Street crew

doubles as the human resource director for all of our four stores. Starting as a cashier at our Mission Street location, Tina quickly rose through the ranks to become an invaluable member of our management team.

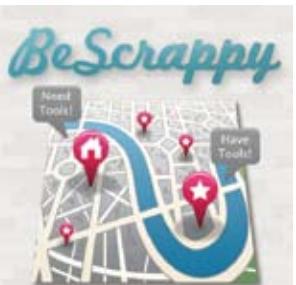
Besides her hectic work duties, Tina also mentors many younger crew members. She is thrilled when someone she has worked with is promoted to a new role at COLE HARDWARE, such as Cole Fox store manager, Renato, who was Tina's assistant and

continued on page 7...

Our New Tool Rental Reservation Website: Be Scrappy!

If you are a do-it-yourselfer, you know the type of beauty and genuine uniqueness that comes from making things yourself. But do you ever become inspired by a DIY project only to look at the instructions and realize that it requires several tools and a certain expertise that you don't have yet?

It's this feeling that inspired Priya Sheth to start her own company, Be Scrappy, which connects people who need tools for home improvement and DIY projects with lenders like



continued on page 2...

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BAG SALE! 20% OFF STOREWIDE

Cole Street,
Mission Street
and Polk Street
Stores
Saturday,
Nov. 12

Cole Fox
Friday,
Nov. 11

Join us for our annual holiday bag sale to kick off the holiday season! Get started on your Christmas gift list or stock up on cleaning products or all the supplies you need for a project. Save 20% on everything that you can fit (or not) in our free, reusable shopping bag—and keep the shopping bag as our gift to you! Our in-store holiday shoppes will be set up and brimming with ideas and inspiration to help transform your home for the season!

Discount does not apply to gift cards, Clipper cards, meter cards, special orders, or sale merchandise.

Not valid with coupons or other offers.



Our New Tool Rental Reservation Website: Be Scrappy!

...continued from page 1

COLE HARDWARE that have them. The site is a tool rental marketplace that enables communities and companies to share tools and expertise with one another.



The Be Scrappy team: Ilya, Priya, and Steve

With that said, we are very pleased to announce COLE HARDWARE's partnership with Be Scrappy!

This partnership will give you online access to over 100 tools for rent at COLE HARDWARE on Be Scrappy's website—in our terms, your "toolshed." Except that now you don't need the extra space, cash, and commitment that comes with purchasing tools that would sit idle most of the time. Rent them for a fraction of the cost! The tools include anything from jigsaws and drills to

pruners and carpet cleaners.

After attending Ladies' Night at our Cole Street store earlier this year and noticing that we had a tool rental program, Priya approached Rick Karp with an idea of having an online tool rental marketplace and bringing COLE HARDWARE's tool rentals online. Rick liked the idea, and a partnership was formed!

Since then, Priya has been working closely with Rick, Irma, Robin, the store managers, and sales staff (the whole COLE HARDWARE family!) to make

continued on next page...

COLE HARDWARE Rewards



How points are earned:

- For every \$1 spent, one point is earned.
- Points are converted to dollar value in increments of 100 points, converting to \$5 posted to your Rewards card quarterly. Leftover points remain in place.
- Points are calculated daily and shown on receipts.
- Dividends for 5% of purchases made in 2010 will be transferred to your new Rewards gift card when you come in to redeem after February 1, 2011.
- For us to track your Rewards points, please identify yourself as a Rewards member each time you shop.

Rewards member benefits:

- Membership is free, and you'll receive the *Hardware Hotline*, our monthly newsletter full of valuable information and promotions.
- Free delivery in San Francisco with \$25 purchase.
- New members receive an instant 5% discount on their first purchase for joining and a \$5 coupon toward their subsequent purchase of \$25.
- Attach your Rewards key fob to your key ring—if you lose your keys, they'll come to us in the mail, and we will notify you.
- Lifetime warranty on most products purchased at COLE HARDWARE.
- Receive a birthday discount equal to 50% of your age, up to a \$100 discount.
- We don't sell our customer list, and all information is kept confidential.

For more information, visit
www.colehardware.com/rewards
or e-mail service@colehardware.com.

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COMMERCIAL SUPPLY

COLE HARDWARE Commercial Supply offers competitive pricing and incomparable service to property managers, contractors, municipalities, and anyone else needing project quantities. With our expert research team, hassle-free online ordering, and free delivery throughout the Bay Area on most items, we give you personal, customized, on-site service, and because we're COLE HARDWARE: Your satisfaction guaranteed. Period.

...continued from previous page

this partnership as beneficial as possible to our customers.

Priya grew up working on craft projects and always loved trying something new (many of us DIYers are prone to that!). She realized that this can get expensive, though, and that her closet was now full of different tools and materials she'd collected over the course of years that didn't get used very often. Wouldn't it be awesome to connect with people and be able to share tools and advice to make amazing things? That's how Be Scrappy was born!

"I want anyone to be able to access *any* tool



from scratch—it was a lot of fun!"

Essentially, you can work on so many different types of projects without feeling constrained to work on only those that you have the tools for.

that they need for a project through Be Scrappy," Priya explains. "It's a way for people to have access to tools and project experts in their local communities without the heavy cost, commitment, and space needed for ownership. I've already rented drills and a jigsaw using the service to build a bookshelf

We are happy to announce that you can search, browse, and request tools online right away via Be Scrappy's website. Signing up is completely free, and you only pay for the tools you decide to rent when you go to the store to pick them up (rental fees vary, but feel free to sign up and look around at the prices).

Feel free to contact any of our crew members with any questions or concerns you may have—that's what friends would do!

Start browsing your community toolshed right now! Just go to the registration page (www.bescrappy.com/register), sign up, and start browsing. The COLE HARDWARE team and Be Scrappy are really excited to offer this service to you! If you have any feedback or requests, please don't hesitate to contact us by sending an e-mail to service@colehardware.com.

SFLOMA PARTNER OFFERS



We invite you to join SFLOMA. Membership is just \$25 per year, you receive one free ad in the *Hardware Hotline*, and you are eligible to advertise with us very inexpensively. Visit www.sfloma.org for information on how to join.

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WHAT'S UNIQUE?

S'well™ Water Bottles

The insulated, stainless steel water bottle is reengineered as a sleek, elegant hydration vessel designed for performance, so cold drinks stay cold for 24 hours, and hot beverages stay hot for 12 hours. Road tested in the deserts of Arizona and the mountains of Peru, S'well bottles are made of 18/8 stainless steel: nontoxic, nonleaching, and BPA-free.

Insulated so the bottle will not sweat on the outside, these bottles can be carried in your purse, briefcase, or backpack. Ergonomically designed to fit in your hand, the bottle mouth is big enough for ice cubes, yet small enough for drip-free sipping. The 17-ounce bottle is available in fashion colors of midnight black, ocean blue, sweet green, sunshine yellow, seashell pink, rowboat red, and silver lining. (Skus 871690-6, \$29.99) The 25-ounce S'well holds a bottle of wine—perfect for tailgating, picnics, or giving as a gift along with a favorite bottle of wine. (Sku 871697, \$36.99)

These bottles are polished enough for the office and tough enough for any adventure, and 10% of all sales go to build safe and hygienic water sources in Africa and India through a partnership with WaterAid.



Fall Flora Wooden Lantern



The cutout design on the weathered wood finish of the lantern lets candlelight shine through. A latch closure allows for easy candle insertion. Use as a tabletop accessory or hang from the attached metal handle. Holds a three inch diameter pillar candle in the 10" high x 6.5" wide frame. (Sku 653828, \$29.99)



Tinsel Check Tablecloth

Add a touch of elegance to any celebration with this understated, yet luxurious tablecloth. Ideal for the holiday season, birthdays, Sunday brunch, or a New Year's feast, the tablecloth measures 60" x 90" and features a checked tinsel stripe. (Sku 698429, \$39.99)



Freshly Cut Christmas Trees

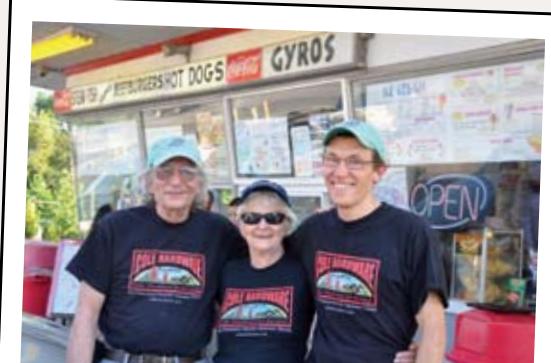
Available the week of Thanksgiving at Cole Street, Mission Street, and Polk Street stores!

Remember the Alamo—and Your COLE HARDWARE T-Shirt!

While we're busy serving San Francisco, our COLE HARDWARE ambassadors are traveling the globe spreading goodwill. Send us a photo of yourself in your COLE HARDWARE T-shirt or baseball cap in front of the Alamo or at Alamo Square, and we'll send you a gift card for \$5. T-shirts are available in men's, women's, and children's sizes. (\$9.99) Adjustable baseball caps are also available. (Sku 999305, \$7.99)



Michael and Victoria Narkewicz shared this photo from their very hot San Antonio vacation, where Michael received several inquires about COLE HARDWARE as they strolled along the River Walk.



Nancy Flaxman shared this photo taken during a family reunion at Gabel's Ice Cream in the Poconos. Michael Flaxman, Lila McCarthy, and Sam Flaxman enjoy a summer classic.

• FROM THE GARDEN CENTER •

VISIT OUR GARDEN CENTERS AT COLE AND POLK STREET STORES AND EL JARDIN AT MISSION STREET



In the Garden with Rick

Rick can be found at our Cole Street nursery or reached at rickc@colehardware.com.

November Garden Tasks

During the late fall and holiday season, we naturally turn our focus to the indoors, but don't forget about the many tasks you can still undertake outdoors in the garden. Caring for your garden in the colder months of the year also allows you to enjoy your garden year-round.

- ✓ Planting: November is a great time to plant pansies, Icelandic poppies, viola, calendula, primroses, azaleas, rhododendron, and camellias.



- ✓ Spring-flowering bulbs: Daffodils, hyacinths, and tulips can be planted now. For a spectacular spring show, plant tulips beneath your pansy flower bed. Enjoy an impressive hyacinth showing next year by planting in groups.



- ✓ Cleanup: Stay on top of fallen leaves, as matted leaves take a long time to decompose. If you compost in your backyard, shred the leaves before you compost them. Otherwise, use large garden compost bags to collect leaves. (Sku 6065411, \$4.49)

- ✓ Soil: Heavy rains on bare soil washes away nutrients.

Give your soil some attention to benefit plants for seasons to come. Cover all bare ground with three inches of mulch to protect soil from pounding rains. As mulch decomposes, it adds organic matter and nutrients to the soil. Add compost around perennials, but not against the stem. Gently work compost into the topsoil, and then mulch over.

- ✓ Ants: Ants might show up unexpectedly this month looking for a warm, dry home. Be prepared with some ant bait on hand. (Sku 7069057, \$4.99)



- ✓ Fertilize heavy feeders: Roses and fruit trees should get a healthy dose of fertilizer this month so that nutrients can soak into the ground to break down for spring feeding.

- ✓ Winter vegetable gardens: You can still plant seedlings of beets, broccoli, cabbage, carrots, cauliflower, lettuces, onions, parsnips, parsley,

Swiss chard, and turnips this month. In addition, set out seeds of arugula, bok choy, fava beans, radish, and spinach.

✓ Prune: Cut back perennials by pruning plants to the desired shape and to increase sunlight exposure and air circulation. For most herbaceous perennials, cut away dieback, and then prune by cutting above expressing nodes (places on the branch where you see new growth sprouts). Always cut at an angle so that rain water will not collect on the fresh cut. If your roses are heavily diseased, now is the time to prune them back sharply.



- ✓ Check drainage: Keep an eye out for drainage problems or "ponding" around plants, and modify the landscape and drainage if necessary.

- ✓ Deck the halls: Check out our holiday preview on page 9 to see what our garden centers will have this season to bring the outdoors inside.

See you in the garden!



Forcing Bulbs

Certain bulbs can be "forced" in pots—tricked into thinking that they have gone through a winter season and that it is spring and time to blossom. These include amaryllis, crocus, daffodil, dwarf iris, freesia, grape hyacinth, paperwhite narcissus, scilla, and tulip bulbs.

To force bulbs, plant in a shallow container or bulb pan (a pot that is wider than it is tall), with the roots facing down.

Amaryllis should be planted in pots with drainage holes. Put a small amount of soil in the pot, then the bulb, then more soil, firming it around the roots and bulb. Leave the upper half to two-thirds of the bulb above the soil.

Crocus, daffodil, freesia, hyacinth, paperwhite, tulip, and most other smaller bulbs go in pots without drainage holes, with decorative stones, gravel, or potting soil.

Cold and dark treatment: A dark, unheated garage or refrigerator is ideal for this. Treatment times vary per bulb:



crocus 4–6 weeks; daffodil 12–14 weeks; dwarf iris 15 weeks; hyacinth 12 weeks; tulip at least 8 weeks (15 weeks is better).

Once you see sprouts or roots growing, you can take them out of the dark. Bring the pots into the coldest part of the house (50°F–60°F is preferable) with indirect sunlight. Gradually accustom them to warmth and light. Once the shoots are 4–6 inches tall, move them to a bright, sunny window with lots of direct sunlight to stimulate blooming. To keep the blooms lasting longer, move the plants to indirect light from time to time and to a cooler part of the house during the night; water through the blooming period.

Meet Norm: Furnace System Maintenance and Repair

For indoor air quality, energy efficiency, and comfort, a well-tuned household heating/ventilating system is essential! We are proud to be affiliated with one of the most dependable and responsive heating, ventilating, and air conditioning (HVAC) businesses in the Bay Area!

Norm operates his family-owned business from the "old school of customer service"—prompt, quality service using quality products. He has been in the heating, ventilating, and air conditioning business since 1972 and has owned his own business since 1989.

He really knows his stuff—and passes that knowledge on to his team. Norm and crew can help you out with anything to do with heating, ventilating, and air conditioning: servicing of



forced-air furnace systems, repair of furnace systems of all sorts, gas heater repair, stove ventilation, installation of new heating systems, water heater venting, installation of bathroom exhaust fans, which are essential to combat mold problems in your bathroom, and much, much more.

Norm also can educate you about the energy-efficient two-stage furnaces and thermostats that are now available. The average furnace lasts between 15 and 20 years. However, most homes in San Francisco

are probably using a furnace that is over 40 years old! These furnaces are usually operating at only 50% efficiency and losing a lot of heat.

Older furnaces should

Furnace filters should be changed every four months for maximum efficiency.

be checked once a year for leaks (cracks in the heat exchanger, the furnace's main component, can leak carbon monoxide), and the furnace filter should be changed every four months for maximum efficiency.

Norm and his crew truly take pride in their work and are a pleasure to do business with—quick to respond and happy to help. We've been working with them since 1995 and have heard nothing but praise from our customers. We're sure you'll

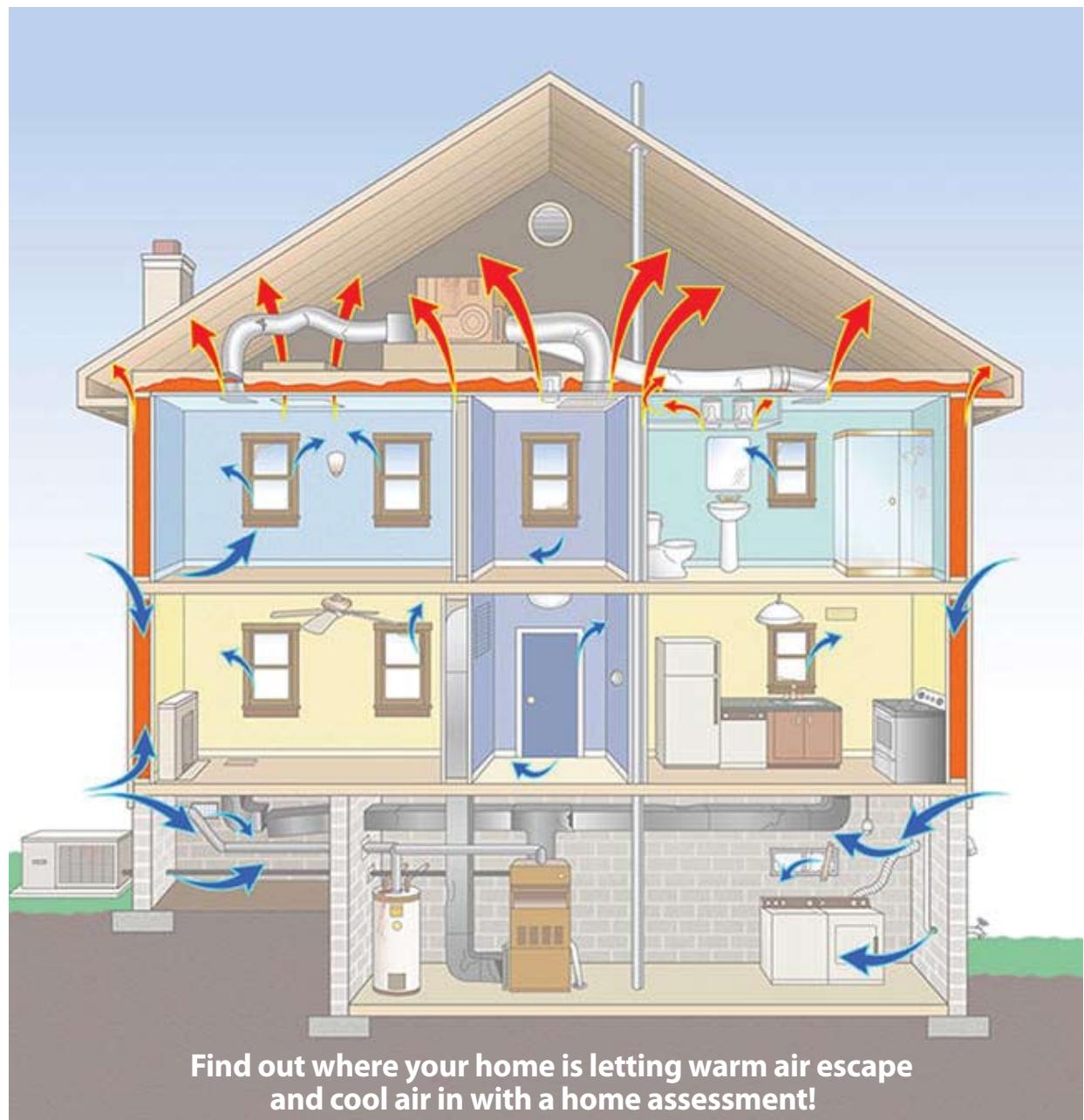
feel the same way! If you are in need of any of these or related services, call our Repair Referral Service at **415/753-2653 ext.3**, or e-mail homerepair@colehardware.com. We'll put you in touch with Norm. Your satisfaction guaranteed!

Get Comfortable with Energy Savings!

Homeowners in San Francisco are taking advantage of the SF Home Improvement & Performance (SFHIP) program offered by SF Environment to receive up to \$1,000 in rebate incentives. Besides saving energy and money, another benefit of energy efficiency improvements that people often don't think about is the improved indoor air quality. This can be a safety issue, especially if you have young children. Leaks in your house can cause air to flow from attics, basements, or other potentially unclean places; you can wind up with dust, toxins, or even mold in your air. By sealing up leaks and getting your house working smoothly as a whole system, you'll find that indoor air quality can be drastically improved.

To achieve the greatest efficiency gains and help you qualify for the largest incentive available, SF Environment and its contractors emphasize a "whole house" approach rather than piecemeal improvements. A participating contractor will recommend a plan tailored to your home, based on the results of your individual home energy assessment.

SF Environment wants to help you live more comfortably, reduce your energy footprint, and upgrade your home for less. To find out more, and to see a list of participating contractors, please visit www.SFEnvironment.org/SFHIP, or call **415/355-3769**. Set up a home assessment with a participating contractor. The contractor will help you prioritize the measures that will save you the most energy and get you the most rebates, and best of all, do all the paperwork!





COLE HARDWARE Offers Customers Smartphone App to Find the Right Energy-Saving Lightbulbs

Few changes in your home will make as much difference as an upgrade in lighting. COLE HARDWARE is joining forces with San Francisco Environment and mobile app developer Eco Hatchery to help customers

find the right energy-efficient lightbulbs for their homes. The Light Bulb Finder mobile app is now available as a free download on iPhone, iPad, iPod Touch, and Android devices.

Based on simple inputs about fixtures and current incandescent bulb types, the app recommends energy-efficient equivalents. For each recommendation, the app displays an image, financial and environmental savings, specifications, and price.

Users can create shopping lists directly on the app at home and then refer to their mobile device while shopping at their local COLE HARDWARE store. They also have the option to purchase bulbs through the app.

"Many of our customers already are using basic energy-efficient bulbs in their homes but struggle to find the right models for the more specialty fixtures like kitchen spots and dimmables. We are excited to offer a free tool that speeds up the process and helps them make good choices," says Gertie of our Polk Street lighting department, adding that a wide range of both compact fluorescent lightbulbs and light-emitting diodes (LEDs) are available.

The timing of this program couldn't be better as the new federal lighting standards will start being phased in from January 2012. Requiring bulbs to be 25%–30% more efficient than today's incandescent models, the new



standard will save the United States more than \$12.5 billion annually when fully implemented in 2020 and will eliminate the need for 33 large power plants, according to the Natural Resources Defense Council.

The San Francisco Department of Environment believes that this innovative initiative can help City residents save \$120 on their annual utility bills—which is a great plus in addition to the environmental benefit of switching. Residents are encouraged to dispose of used CFLs at their local COLE HARDWARE for recycling.

Eco Hatchery, LLC, is a sustainability software and service firm specializing in energy efficiency. The company's flagship mobile app, Light Bulb Finder, combines a user-friendly interface, e-commerce, and location-based marketing campaigns to promote local energy efficiency incentives and programs. For more information, visit www.ecohatchery.com and www.lightbulbfinder.net.

Repair Referral Service

COLE HARDWARE's Repair Referral Service was created to introduce our customers to the finest contractors and tradespeople we know. We have formed alliances with independent businesspeople in order to provide you with the very best in home repair, maintenance, and remodeling. Some jobs may even be performed by qualified members of our staff.

We provide referrals for:

- Air Conditioning
- Alarms/Security Systems/ Access Control
- Antique Restoration
- Appliance Repair and Installation
- Arborist
- Architectural Planning
- Asbestos Removal
- Bath Resurface
- Brick and Stone Masonry
- Cabinetmaking
- Carpentry
- Carpet and Linoleum Installation
- Carpet Cleaning
- Chimney Sweep and Repair
- Commercial Kitchen Installation
- Computer Data Cabling
- Computer Grounding
- Computer Repair and Tutoring
- Custom Closets, Pantries, and Storage Solutions
- Decks New/Stain
- Design + Build
- Disaster Cleanup and Restoration (Flood/Fire/Sewage)
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- Drain Cleaning
- Drywall / Lath
- Duct and Dryer Vent Cleaning
- Electrical 24/7
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- Emergency Power Restoration
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- Fences
- Furnace Repair and Installation
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- Hauling
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- Home Entertainment Systems



- Insulation Installation
- Intercom Systems
- Interior Design, Staging, and Color Consultation
- Interior Wood Refinishing and Restoration
- Iron and Metal Works/Gates
- Kitchen and Bath Remodeling
- Landscaping
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- Leak Diagnosis/Waterproofing
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- Stained Glass Creation and Repair
- Stucco Work
- Telephone System Installation
- Tile Installation
- Wallpaper Application
- Water Heater Installation
- Welding
- Window Cleaning/Repair
- Windows and Doors



Contact us at www.colehardware.com/homerepair

COLE HARDWARE is a licensed California General Contractor, license number 708403.

Celebrating Tina and Our Polk Street Store

...continued from page 1

warehouse manager at the Polk Street store. Tina's professional, yet friendly demeanor serves as a role model for all of us. Recently, Tina attended a conference in Las Vegas because her store achieved the Ace Platinum level of retailing, the highest honor. Afterwards, Rick received this note about an encounter with Tina:

Rick,

I had the chance to attend the Platinum conference this past week. In attendance and in a group event, I partnered with one of your associates, your HR and store lead Tina. I am writing to you to express how professional and personable Tina is, and what a welcoming breath of fresh air those few minutes were for me.

Our people are the difference at our stores, and she made me a better person.

Brett Stephenson
Ace Hardware Stores

November also marks the eight-year anniversary of our Polk Street location. We are proud to be a part of the Russian Hill community. Please join us at the Polk Street store during our Bag Sale on November 12 for a slice of cake to celebrate both Tina's and our store's anniversary.

HOLIDAY HOT DEALS!



Color-Changing LED C9 Light Set
25 lights. Has the look of traditional C9 ceramic bulbs but uses a fraction of the energy. Green wire. (Sku 9207317, **HOT DEAL \$11.99** Regular price \$14.99)



LED Icicle Light Set
100 clear lights. White wire. (Skus 9207267, 9207275, **HOT DEAL \$11.99** Regular price \$14.99)



Fabric-Covered Wreath Hanger
Choose from assorted colors and designs. (Sku 9139346, **HOT DEAL \$2.99** Regular price \$3.99)



LED Color-Changing Light Set
100 button lights fade in and out from white to multiple colors. Green wire. (Sku 9205071, **HOT DEAL \$19.99** Regular price \$44.99)



LED Color-Changing Sparkle Tree
Powered by four AAA batteries (not included) or USB cord (included). 8" tall. (Sku 9205535, **HOT DEAL \$9.99** Regular price \$12.99)



Fiber Optic 3' Tree
Multicolored wheel changes tip colors for a radiant light show. (Sku 9139718, **HOT DEAL \$49.99** Regular price \$59.99)



LED Votive Flicker Candle
No hot wax or dangerous flame. Built-in timer. Can be used with or without decorative holder. (Sku 9174251, **HOT DEAL \$7.99** Regular price \$9.99)



Electric Candles, 2 Pk.
Includes two orange bulbs. (Sku 95490, **HOT DEAL \$4.99** Regular price \$6.99)

Community Partners Registry and More

...continued from page 1

gift@colehardware.com, and we will set up a time to meet and select the items for your registry. Within a few days your registry will be ready for you to announce to your community. It's that easy!

Spare change programs: In August, we participated with other independent hardware retailers across the country in collecting spare change for the Children's Miracle Network by placing jars at each of our registers so anyone could easily drop in their spare change. Between our four stores, we collected over \$575! In October, we began collecting spare change for our own Tina's Bay Area Young Survivors, a support group for breast cancer survivors. We'll report on how much we raised for that program next month.

We've now decided that each month we will collect spare change for one our Community Partners. In November, our spare change collection will benefit the Haight Ashbury Food Program (HAFP), which was founded in 1983 as a neighborhood response to hunger. The organization consists of one staff member, a board of directors, and volunteers from the surrounding community.

The program's mission is to support the

principle that freedom from hunger is a right, not a privilege, and the program exists to provide meals and referral services to those in need while fostering a sense of belonging and self-worth for all involved. It's easy to donate—simply drop your spare change in the jars at the checkout stands!

Cutting Edge wine: We are extremely pleased by the response to our Cutting Edge wine, which is available for our Community Partners to serve at their fund-raising events in the City. Groups are encouraged to serve the wine with a suggested donation for each glass as a way to generate more funds at their events.

Because of the overwhelming response we received, we request that the wine be used only at fund-raising events in the City (and with our beautifully labeled bottles on display). We would also appreciate any photos of the events where our wine is being served so that we can post



them on our forthcoming Community Partners blog. E-mail service@colehardware.com if you'd like to request a case of wine for your fund-raising event. We offer a merlot or sauvignon blanc, or you can have a mixed case of both.

Joining our Community Partners Assistance Program: If your school or nonprofit group is not listed on page 15, it's simple to join, and it's free! Type a request to join our program on your group's letterhead and e-mail it to service@colehardware.com. Be sure to include:

- Group or school name
- Address
- Contact name
- Contact phone and e-mail address
- 501(c)(3) number or tax ID number

Don't forget about our Community Partners gift card dividends: Once a year we provide gift cards to our partner schools and groups for 10% of all purchases posted to their accounts the previous year. Customers only need mention that they are part of your group's circle of friends when checking out, and the transaction will be posted to your group's account. In February, we will process dividends earned for your group in the prior calendar year and let you know how your dividend can be claimed.

Please don't hesitate to contact us if you have any questions about any of our programs.

HOLIDAY PREVIEW

Seasonal Greenery



Garlands and Wreaths

Bring the outdoors in and fill your home with the wonderful aroma of the season with fresh garland or a wreath.

Assorted sizes and prices. (At all locations.)

Living Trees

Choose from Italian stone pine, Leyland cypress, or Monterey pine. These trees may be repotted after the holiday in a large planter to enjoy for seasons to come or transplanted into the ground—but be careful where you plant them, as they will grow to a full-size tree before you know it! For your favorite cook, choose a rosemary plant trimmed into the shape of a miniature Christmas tree.



Freshly Cut Trees

Many of our longtime loyal shoppers remember buying their first Christmas tree when they moved to San Francisco from Dave Karp himself. Once again, freshly cut trees will be available the week of Thanksgiving. Available at our Cole Street, Mission Street, and Polk Street garden centers.



Holiday Plants

Perfect as a hostess gift, a holiday plant will stay attractive long after the holiday season is over. Our garden centers will have an assortment of azaleas, cyclamen, begonias, and of course, poinsettias. Group several plants together on your porch or against a side table in your home for a stunning holiday display.

Preserve Tree Preservative

Keep your tree fresh with Preserve. One 16-ounce concentrate bottle will make two gallons of liquid and will keep needles green with its quick absorption. (Sku 96350, HOT DEAL \$2.99 Regular price \$3.99)



Decorative Noble Pine Garland Twist Ties

Wrap around garland, lights, and other decorations to secure them or use to accent around spindles, lamp posts, and other hard-to-decorate locations. Twist



two or more together to lengthen. Indoor or outdoor use. Each tie is 12 inches long, and they come in a package of 10. (Sku 9208711, \$3.99)

Krinner Tree Stand

The patented foot pedal system tightens a cable and gets your tree up and straight in seconds. The base holds up to 1 gallon of water. Will work for trees up to 8-feet high and trunks up to 7 inches in diameter. (Sku 9158130, HOT DEAL \$59.99 Regular price \$69.99)



Tree Mat

This unique mat has the ability to absorb eight times its own weight in fluids while preventing soak-through with its bonded waterproof backing. (Sku 9166471, HOT DEAL \$9.99 Regular price \$12.49)



Mistletoe

Steal a kiss under the mistletoe! This modern-day tradition is thought to be of Scandinavian origin and date back to the 17th century. (Sku 9139601, \$1.99)



Christmas Tree Care

Cut Trees

- Select the freshest-looking tree available. To test for freshness, gently grasp a branch between your thumb and forefinger and pull it toward you. Very few needles should come off in your hand. Shake or bounce the tree on its stump. You should not see an excessive amount of green needles fall to the ground. Some loss of interior brown needles is normal.

- Care for your cut Christmas tree as you would a bouquet of fresh flowers. Make a straight cut across the base of the trunk, taking off about an inch and immediately place the trunk in water.



- Check the water level often—a fresh tree may absorb several pints to a gallon of water each day. Place the tree in a cool spot, away from your television and other appliances.

Live Trees

- Buy a tree that is suited to your climate zone. Think about where you'll eventually plant your tree, and buy the right tree for that location. Or plan to donate it to a Bay Area park after the holiday season (see www.fuf.net).

- Pick your live tree up by the pot—not by the trunk.

- Many live plants start their decline during careless transport. Protect your tree en route to your home.



- Keep your live tree indoors for no more than 10 days, and locate it well away from any heat source. Keep it well watered, but don't let it sit in water.

- After its holiday tour of duty, move your live tree to an outdoor location where it will get filtered sunlight and protection from wind. Allow it two to three weeks to acclimatize in this interim location, and then set it where it will stay until next December or plant it in a permanent location. You can keep the same live tree in its container through several holiday seasons, depending on how fast it grows (plant it before it becomes root bound). Be sure it gets the right amount of light and water.

WHAT'S IN SEASON

The Well-Equipped Kitchen

Perhaps due in part to both the local-food movement and the down-turned economy, cooking at home hasn't been as in vogue since

perhaps the 1950s. Whether you are an aspiring gourmet chef or a collegiate cook, these basic culinary tools will let you whip up a romantic

dinner for two or a holiday feast for family and friends.

Measuring cups and spoons: Cooks comfortable in the kitchen know that you can "guesstimate" many ingredients, but a sturdy set of measuring spoons and cups will be helpful when following an untested recipe. (Cups: Sku 6092209, \$8.99; Spoons: Sku 6092191, \$6.99)

Glass measuring cup: Indispensable in the kitchen for measuring liquids or melting butter in the microwave. (Sku 6205751, \$6.49)

Timer: If you're multitasking, take the timer with you to avoid burning dishes. (Sku 63382, \$9.99)

Colander: A footed colander can sit in the sink and drain without water gathering at the bottom. A sleek stainless version can also double as centerpiece for seasonal fruit. (Sku 6176440, \$10.99)

Whisk: Whip your eggs into shape or mix cake batter. (Sku 639011, \$5.99)

Wooden spoons: Useful for just about any mixing, a wooden spoon is a must-have in the kitchen. (Set of three: Sku 6158679, \$2.49)

Flexible spatulas: For scraping out the contents of jars or the last drop of batter from a mixing bowl, a set of flexible spatulas will be useful. (Sku 605087, \$5.99)

Knives: An essential component of the cooking process, at the very minimum, keep on hand a good paring knife (Sku 6186480, \$17.99), chef's knife (Sku 660207, \$22.99), and serrated knife (Sku 6186167, \$29.99)

Vegetable peeler: Save your hands some aging and scars by investing in a sturdy peeler for potatoes and other vegetables and fruits. (Sku 6000350, \$9.99)

Garlic press: Except for vampires, what cook doesn't employ garlic to spice just about any dish? A sturdy press will make the garlic-adding process simpler. (Sku 6000236, \$17.99)

Locking tongs: For flipping fish filets or tossing salads, a pair of tongs will do the trick. (Sku 6062368, \$13.99)

Hand mixer: Whip up garlic-cheddar bacon potatoes or a devil's food cake. (Sku 6025118, \$39.99)



Grater: A four-sided grater will let you shred cheese, potatoes, and much more. (Sku 6069249, \$10.49)

Cutting boards: A large wooden or bamboo cutting board will allow you to carve a turkey or serve gourmet cheese, grapes, and crackers. Keep smaller boards on hand for quicker chop jobs. (Sku 6108062, \$19.99)

Cast iron skillet: An heirloom if cared for properly, use your skillet for baking frittatas or cornbread, as well as for sautéing and frying. Never soak the skillet and oil it after each use. (12" skillet: Sku 6102982, \$29.99)

Mixing bowls: A set in various sizes will come in handy for everything from tossing a salad to mixing brownie batter.

Nonstick skillet: For simple sautéing, keep an easy-to-clean nonstick skillet around. (Sku 640610, \$17.99)

Large pot: For cooking up a big batch of pasta or soup, a large pot will handle just about anything. (Sku 6086615, \$39.99)

Thermometer: Many City kitchens feature classic, but unreliable stoves. An oven thermometer lets you know the true temperature.

Blender: Minimize kitchen tasks with a reliable blender. (Sku 6167514, \$59.99)

Glass storage: When it's all said and done, hopefully you'll have some good leftovers! Store leftovers in BPA-free glass storage containers that work in the freezer, oven, and microwave. Assorted sizes and lids included with these Lock & Lock® containers. (Skus 6199079, 87, 95, 103, 111, 129, \$7.99–\$21.99)

Chopper: If your recipes use a lot of diced or chopped ingredients, a chopper will save time. (Sku 645301, \$14.99)

Cookie sheet: Bake cookies or fish sticks on a nonstick cooking sheet, 10" x 15". (Sku 6017743, \$11.99)

Pyrex® baking dish: A glass baking dish is ideal for cheesy au gratin potatoes or poached salmon, 9" x 13". (Sku 6204911, \$11.99)

See you in the kitchen!





COLE HARDWARE
GREEN CERTIFIED

ENVIRONMENTAL INFO

GOOD FOR THE EARTH — WE TAKE ACTION FOR THE ENVIRONMENT!

Mrs. Meyer's® Clean Day Seasonal Scents: Orange Clove and Iowa Pine

Just in time for pre-holiday housecleaning, Mrs. Meyer's Clean Day introduces two limited edition seasonal scents. Whole oranges, embellished with cloves, give off a warm and spicy citrus scent of Orange Clove; Crisp Iowa Pine, with a light touch of cedar and clove, has a scent that's as fresh as a just-cut Christmas tree. These holiday scents are available in dish soap, countertop spray, liquid hand soap, and soy candles.

The liquid dish soap is a concentrated formula that includes soap bark extract, one of nature's best degreasers. (Skus 113300-1, \$4.99)



The countertop spray uses vegetable protein extract to freshen and remove odors. (Skus 113304-5, \$4.99)

Liquid hand soaps contain aloe vera gel, olive oil, glycerin, and a unique blend of essential oils to create a hardworking, nondrying cleanser that's paraben-free. (Skus 113302-3, \$4.99)

Soy candles are made from soy wax with a lead-free, metal-free wick and a 25-hour burn time. (Skus 628263-4, \$7.99) In addition to the Iowa Pine and Orange Clove scents, the candles are also available in Cranberry and Spice Cake fragrances. (Skus 628265-7, \$7.99)

Recycle at COLE HARDWARE!



Bring to any of our four stores:

CELL PHONES:

Personal cell phones—batteries and chargers not required. PLEASE, no cordless home phones, car phones, walkie-talkies, pagers, or two-way radios.



BATTERIES:

Rechargeable (NiCad, NiMH) and household (alkaline and carbon).



OLD LATEX PAINT:

- Recycle dry, clean, empty metal paint cans through your regular trash pickup. The latex paint containers you bring to us should have paint in them!
- The ORIGINAL label on each can must CLEARLY state "latex," "acrylic," or "water-based" paint. No handwritten labels will be accepted.
- Be sure that lids are SEALED ON TIGHT and containers are rust-free and don't leak.
- You must not be a commercial paint user.
- Please limit your drop-offs to no more than 10 gallon-size containers (or 40 quart-size containers or a combination of both) at a time. Containers are counted by size, not by the volume of paint they contain.
- Take paint to the customer service desk.
- PLEASE, no brushes or rags!



PROPANE TANKS:

Small (14 or 16.9 oz.), empty, nonrefillable propane cylinders only. Household only. Limit 5 per visit.



SPENT FLUORESCENT BULBS:

CFLs, tubes up to 8 feet, U- and D-shaped tubes. Drop-off limit is 10 bulbs.

SCRAP METAL:

Copper and brass.

EXPIRED PRINTER CARTRIDGES:

Must be in plastic bags to avoid leakage.

SOFT PLASTIC RECYCLING:

Clean plastic only. Households only. One basketball-size amount per visit please.

For Bay Area recycling resources, visit
www.colehardware.com/recycle.htm



PRODUCT KNOWLEDGE

Heating Up Winter Safety—Room by Room

When nighttime temperatures start to dip, San Franciscans need to remember that turning up the heat should be done with safety in mind. While you may welcome the toasty temperatures that fires, furnaces, and space heaters bring to your home, it is important to remember that these heating measures might also be sources of deadly carbon monoxide (CO) if not used properly.

CO poisoning affects thousands of people annually, with most incidents occurring during the winter months. Alarmingly, an annual national average of 56 deaths and 2,157 nonfatal exposures occur each December, followed by an average of 69 deaths and 2,511 nonfatal exposures in January, according to the Centers for Disease Control (CDC). The CDC also notes that deaths from unintentional vehicle-related carbon monoxide poisonings are higher during this time frame.

CO is colorless and odorless, making it impossible for humans to detect. For that reason, the California legislature recently enacted the Carbon Monoxide Poisoning Prevention Act requiring all existing single-family dwellings containing a fossil fuel source or attached garage to be equipped with CO alarm devices for added protection from CO poisoning. Complying with laws such as this and taking other safety precautions can help prevent unfortunate accidents and save lives.

The CDC and the National Fire Protection Agency (NFPA) both recommend installing CO detectors on every floor of a home and near every sleeping area to ensure best possible protection. First Alert®, a leading producer of home safety products, offers some additional suggestions for staying safe this winter when heating up every room of the home.

Kitchen: 'Tis the season of bountiful, home-cooked meals with family and friends, but stoves and ovens can pose potential danger if not properly used and maintained. A malfunctioning range or using foil on the bottom

of a gas oven can lead to serious CO exposure in the kitchen. And when operating a stove and oven simultaneously, it's a good idea to crack a window until all cooking equipment is no longer in use.

Living room: While a warm fire may feel cozy, fireplaces are potential danger zones. Without proper cleaning and maintenance, soot and debris can build up in the chimney and lead to dangerous CO exposure. To keep the home fires burning safely, have fireplaces professional cleaned annually—ideally, just prior to seasonal use.

Bedrooms/home office: Fuel-burning space heaters often are used during winter to provide a little extra heat to colder areas of the home, such as bedrooms and home offices. While effective, these devices can be sources of CO if vents become loose or detached. Before turning on a space heater, check to see that all parts are intact

and secure. And always make sure to turn off or unplug space heaters, heating pads, and other electrical heating devices before sleeping.

Garage: Another common but dangerous practice during winter is "warming up" a vehicle before leaving the house. Exhaust from automobiles contains significant amounts of carbon monoxide that can wreak havoc when it is contained in an enclosed space or leaks into the main living areas of a home. To ensure your family's safety, never leave a car or other motorized vehicle running in a garage.

Knowing how CO can enter your home is an important first step in avoiding problems, but no one is truly safe from harm without carbon monoxide alarms. For more advice on keeping your home and family safe, talk to a COLE HARDWARE crew member or visit First Alert at www.firstalert.com or www.facebook.com/FirstAlertSafety.



CUSTOMER SERVICES

THE EVER-GROWING LIST OF EVERYTHING WE DO FOR YOU

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 cards for payment. You can get cash back, too. We also accept VISA, MasterCard, Discover, and American Express credit cards.

Balloons: We have free COLE HARDWARE helium balloons for the kids. Helium is available to inflate your party balloons for fifty cents per balloon.

Bridal and Gift Registry: We'll load your name and list of everything you wish to register in our computer. Your friends and family can then call us to place gift orders. Recipients receive a gift card equal to 10% of the total value of all gifts purchased. E-mail Julia@colehardware.com.

Business-2-Business: Members of the program receive free delivery, special pricing, and personal service. Call our Cole Fox location at 415/777-4400.

Carry-Out Service: We'll be happy to load your purchases into your car. Just let the cashier know, and we'll take care of you.

Charge Accounts: For your convenience, we have in-house charge accounts for businesses. Stop by and fill out the simple application, and we'll open one for you.

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

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.

Commercial Supply: 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 e-mail colesupply@colehardware.com.

Community Savings Days: One day a month, we offer a 20% discount to students, seniors, school district employees, and active members of the military or veterans. The promotion cannot be applied to Rewards accounts and is not valid on gift cards, Muni, 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 in San Francisco: Free delivery for Rewards members with purchase of \$25 or more. See store at the time of purchase for scheduling deliveries.

Digital Camera: Have a problem that you can't describe? We'll lend you a digital camera to take a photo of the problem so that we can better help you. (Note: Credit card required for camera loan.)

Discounts:

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, special orders, or Muni. Discount applies to purchase for the personal use of recipient only. Maximum discount \$100.

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.

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

Student Discount: Show us your student I.D. and receive a 5% immediate discount, plus 5% annual rebate, custom key tag, use of our fax machines, and more!

Electrician: Call our Repair Referral Service at 415/753-2653 ext. 3 Monday through Friday, 8:00 am–5:00 pm, and after store hours for emergency referrals 24/7. On weekends and during store hours, dial 415/753-2653 and press 3 for a direct referral.

eLine: The COLE HARDWARE eLine is delivered free, direct to your desktop. The eLine contains information on new products, practical tips, and more (or less!). Sign up at www.colehardware.com.

E-mail: Write us at service@colehardware.com—anytime!

Fax Service: Our fax machines are for your personal use. We do charge for our fax service—please ask for rates. Fax numbers: Cole Street: 415/753-0957, Mission Street: 415/647-6554, Cole Fox: 415/777-4453, Polk Street: 415/674-8917.

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.

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.

Cole Street: weekdays 7 am–7:30 pm, weekends 8 am–7 pm

Cole Fox: weekdays 8 am–7:30 pm, weekends 9 am–5:30 pm

Mission Street: weekdays 7 am–7:30 pm, weekends 8 am–7 pm

Polk Street: weekdays 8 am–8 pm, weekends 9 am–7 pm

Lamps Rewired: We offer rewiring services for table and floor lamps. Contact our stores for information and pricing.

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

Locksmith Service and Key Cutting: We cut keys at all our stores, including hard-to-find computer chip keys for automobiles. We have an expert locksmith on duty Monday to Friday at our Cole Fox store downtown (415/777-4400). We can also send a locksmith to your home or business 24/7. Call 415/753-2653 ext. 3 Monday to Friday 8:00 am to 5:00 pm, or after store hours, dial 415/753-2653 and press 3 for a direct referral.

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

Muni: We sell monthly Adult, Youth, and Senior Fast Passes, monthly Disabled Stickers, 1-Day, 3-Day, and 7-Day Passports, and Parking Meter Cards in \$20 and \$50 denominations.

Pipe: We cut and thread galvanized and black pipe, your pipe or ours. (Note: Cole Fox can't thread.)

Plumbing Service: Call our Repair Referral Service at 415/753-2653 ext. 3 Monday through Friday 8:00 am to 5:00 pm and after store hours for emergency referrals 24/7. On weekends and during store hours, dial 415/753-2653 and press 3 for a direct referral.

Recycling: Bring your old latex paint (S.F. residents only; 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, and spent fluorescent bulbs into any of our four stores, and we will send them off to be recycled into new products. See page 11 for details.

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). Call 415/753-2653 ext. 3 or go to www.colehardware.com/homerepair.

Repotting Service: Pick out the plant and the pot, and our Cole, Mission, or Polk Street Nursery staff will repot your plant for free.

Return Policy: We accept returns on just about anything. (Power tools, appliances, etc., may only be returned subject to manufacturer's warranty. Hand tools exchanged for defective replacement only.)

Rewards Program: Earn an annual 5% dividend on purchases and much more. Membership is quick and free. Sign up today!

Room Painting Software: All of our paint departments are equipped with room painting software. Simply bring in your camera's memory chip, upload your image, and choose paint colors to review.

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

School and Community Assistance Partnership

Program: 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. Go to our COLE HARDWARE Community Partners page for information and a list of partners (page 15). Also, be sure to check out www.colehardware.com/partners.

Sharpening Service: Knives and scissors sharpened while you wait or same-day service at our Cole, Mission, and Fox stores (Note: Fox doesn't sharpen scissors, just knives).

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 415/753-2653 ext. 5.

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

Tool Rental: We rent floor sanders, many hand and power tools, and garden tools, too. Contact our stores for availability. (Note: Floor sanders not available at Cole Fox or Polk Street stores.)

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

Website: Visit www.colehardware.com.

Windows, Doors, and Window Screens: Window and screen repairs are available at our Cole Street and Mission Street stores. Contact these stores for information and pricing.

By the way, we sell hardware, too.



COMMUNITY CONNECTIONS

BAY AREA BUSINESSES

Attorney: Practicing 25 years in San Francisco and offering personalized, attentive service, reasonable fees. Advice and representation in residential and commercial tenancy matters—leases, notices, eviction, Rent Board petitions and hearings; drafting/enforcing contracts; formations of business entities—partnerships, limited liability companies, corporations. Free consultation. John R. Weinstein, Attorney-at-Law. Telephone 415/863-5896.

Bed and Breakfast Hosting: If you have an extra bedroom, with or without a private bath, that you would like to rent out on a nightly basis, let us know. Additional income—meet guests from all over the world. Phone: 415/899-0060, e-mail: reservations@bbsf.com, website: www.bbsf.com. Bed & Breakfast San Francisco—since 1977.

Caregiver: I am a licensed LVN who does caregiving for seniors, and I'm available during weekdays. I am dependable, experienced, and can provide references. Hours and rates are negotiable. Please call Josephine at 415/745-5175.

Computer Help: Honest Dave's Affordable PC Housecalls travels to your home or office to fix your computer. Viruses removed, computers speeded up to work like new, hardware and software installed, upgrades, training, TiVo, printers, and full support. 10 years full-time experience. Good Yelp (see Honest Dave). Call 415/271-0369.

Driver: I CAN DRIVE YOU! Retired businessman can drive you to doctor appointments, grocery shopping, or on other local errands. 10+ years experience with outstanding references. Friendly and dependable service. \$20 per hour with a 2-hr. minimum. (Out-of-San Francisco trips are negotiable.) Call Bill: 415/826-3613 or e-mail to: bill311@att.net.

Legal Services: Established San Francisco attorney emphasizing Wills and Trusts (including LIVING TRUSTS and irrevocable trusts) and representation of small businesses (formation of corporations and limited liability companies; drafting of confidentiality and trade secret agreements, buy-sell agreements; and copyright matters). Reasonable rates (set fees for trusts). Call 415/221-3000 for appointment. See www.thelawcounselor.com for info.

Music Lessons: David Manley Music Studio offers piano lessons, guitar lessons, and vocal coaching for beginners & intermediate students—at the studio or in your home. Located in the Cole Valley area. Free introductory session. For more information please visit my website at www.speakeasy.org/~dmanley. Phone: 415/759-8324, e-mail: dmanley@speakeeasy.net.

Orange Dog Manor: Cole Valley Vacation Rental is perfect for housing visiting grandparents or

out-of-town friends. Fully furnished studio apartment includes kitchen and private bath. Special discount for weeklong rentals. Visit our website at www.orangedogmanor.com or call 415/753-6886.

Organize: Simplify. Be free. Make your home beautiful and free your time. Reestablish order, enjoy peace. Imagine the possibilities! Need help packing or unpacking? Want to get organized, but short on time? Want to revitalize or redecorate your living space? Call 415/596-6590 for a free 30-minute consultation or visit www.completewonder.com.

Organize Your Home/Home Office/Finances: And feel calmed, inspired, productive. Working together we can bring your space, clutter, paper, and/or finances to order. Member NAPO. Rates sensitive to economic times. Phone for no-obligation consultation, Linda James, at 415/285-3266.

Organizing/Relocating: Overwhelmed by clutter or relocating? As featured on KPIX and NPR, SHIPSHAPE has expertly helped overworked professionals, frazzled moms, and harassed homeowners cut through clutter and restore simplicity and peace of mind to their busy lives. Homes, offices, closets, packing, and more. Free phone consultation. Call 415/425-4204 or visit www.ShipShape.com.

Printing: We print business cards, office stationery and company brochures using the latest technology. Free consultations, easy e-mail prices, and friendly service. Delivery right to you. Call or e-mail On The Mark for graphics, print, and mailing services. References available. Call or e-mail: 415/621-2312 or Sam@printotm.com.

Proofreading: Lurilla has an English degree, a journalism background and was a member of the International Typographical Union for 40 years. She is an excellent proofreader (editing service also). Reasonable rates—unreasonable pickiness! First page free, then hourly rates apply. References available. Call 415/648-1868.

Real Estate: ALL YOUR SAN FRANCISCO REAL ESTATE QUESTIONS ARE ANSWERED AT: 415/308-5902. ZIP REALTY 5th largest REAL ESTATE BROKERAGE IN USA. As a *San Francisco Magazine* Top Ten Realtor, I am here to help you as I have helped others since 1978. If you are thinking of selling your home, condo, or income property, I can show you savings of up to \$15,000.00. Any buyer I represent will receive up to \$2,000.00 License 702525 with 512+ SOLD properties.

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Writer/Researcher: Published writer in magazines, newspapers, and a hardcover book; marketing and public relations writing. Twenty plus years experience. Bachelor's degree in English; coursework for master's degree; two copy editing courses at UC Berkeley. Fee based on scope of the project. Contact Michelle at 415/989-0158 or wordwise@inbox.com.

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SCHOOLS

A. P. Giannini Middle School (*76)	Cleveland Elementary School (2455)	Growth & Learning Opportunity (*500)	Leadership High School (21255)	Playmates Coop. Nursery School (*2340)	San Francisco Friends School (8503)
After-School Pursuits (*504)	Commodore Sloat School PCO (51)	Haight Ashbury Psychological Services (21384)	Leonard R. Flynn Elementary School (3128)	Presidio Hill School (*77)	San Francisco Jr. Adventist Academy (*48)
Aim High School (21360)	Cong. Sherith Israel Religious School (2266)	Haight-Ashbury Coop Nursery School (*22)	Lick Wilmerding Library (*755)	Presidio Middle School (21259)	San Francisco Montessori School (21433)
Alamo School (*266)	Convent & Stuart Hall (21249)	Hamlin School Parents Association (212)	Little People's Workshop (*4166)	Raoul Wallenberg High School (*43)	San Francisco School (*300)
Alice Fong Yu Alternative School (*1541)	Creative Arts Charter School (*1515)	Harvey Milk Civil Rights Academy (523)	Live Oak School (*99)	Redding Elementary School (21215)	San Francisco School of Circus Arts (*55)
Alvarado After-School (*503)	Daniel Webster Elementary (21383)	Healthy Environments Daycare (*95)	Longfellow Elementary School (*7555)	Rocky Mountain Nursery School (*58)	School for Integrated Academics and Technologies SIATECH—(21313)
Alvarado Elementary School (*825)	Dianne Feinstein School (21211)	Herbert Hoover Middle School (2290)	Lowell High School (21278)	Rooftop Alternative School (*68)	School of the Arts High School (*45)
Amer. College of Trad. Chinese Medicine (451)	Dr. Charles Drew School (*47)	Horace Mann Middle School (*56)	Lowell High School German Club (*92)	Roosevelt Middle School (*460)	Sherman Elementary School (1654)
Apots Middle School (10594)	Dr. Geo. Washington Carver Elementary (658)	Infant Development Center (*46)	Lycée Français La Pérouse (1330)	Ross Parks Elementary School (21213)	South San Francisco High School (40094)
Archbishop Riordan School (21432)	Dr. William L. Cobb School (21263)	Institute of Classical Homeopathy (21306)	Malcolm X Academy (21410)	Sacred Heart Cathedral Preparatory (1055)	Star of the Sea School (21319)
Argonne Elementary School (21299)	E. R. Taylor Elementary School (*423)	International Christian School (*42)	Marilyn Reed Lucia Child Center (*610)	Saint Anne's School (21251)	Starr King Elementary (21438)
ASI Early Childhood Education Center (1660)	Ecole Notre Dame des Victoires (5669)	International Studies Academy (*693)	Marshall Elementary School (3757)	Saint Anthony Immaculate Conception (399)	Stepping Stones Preschool (329)
Before/After-School Immersion Care (*505)	Edison Elementary School (*3531)	Iyengar Yoga Institute (*108)	McKinley Elementary School (*1025)	Saint Brendan School (21253)	Sterne School (2690)
Benchmark Institute (21216)	Enterprise for High School Students (21202)	James Denman Middle School (*75)	Miraloma Elementary School PTA (2175)	Saint Brigid School (3256)	Stuart Hall High School (*1715)
Brandeis Hillel Day School (*555)	Everett Middle School (21317)	James Lick Middle School (*34)	Miraloma Nursery School (*85)	Saint Cecilia School (*660)	Sunnyside ES School (6550)
Bret Harte Elementary (21344)	Everyday Magic Child Devel. Center (2002)	Jewish Community H.S. of the Bay (1835)	Mission Dolores School (21239)	Saint Dominic School (*2445)	Sunset Cooperative Nursery School (*4245)
Buen Diam Nursery School (*88)	Fairmount Elementary School (365)	John A. O'Connell H.S. of Technology (*1920)	Mission Graduates (*1661)	Saint Elizabeth School (21266)	Sunset Elementary (21395)
Buena Vista Alternative School (*24)	Families of Sunset PTA (19204)	Jose Ortega Elementary School (21347)	Mission High School (*3750)	Saint Finn Barr School (415)	Sutro Elementary School (1235)
CS Children's School (455)	Francis Scott Key (21320)	July Jordan School for Equity (21323)	Mission Learning Center (21343)	Saint Gabriel School (355)	Synergy School (*91)
Cathedral School for Boys (*1275)	Francisco Middle School (21242)	The Junior League of San Francisco, Inc. (21314)	Mission Kids Co-op (21201)	Saint Ignatius College Preparatory (21241)	Tamalpais-Strawberry Preschools, Inc. (1009)
Ctr. for Learning in Retirement U.C. Ext. (425)	Frank McCoppin Child Devel. Center (*651)	Junipero Serra Elementary (21431)	Monroe Elementary School (*216)	Saint James' Preschool (21261)	Telegraph Hill Coop Nursery School (21442)
Chibi Chan Preschool (21325)	French-American International School (*44)	Katherine Michiels School (1335)	Montessori Children's House (21204)	Saint James School (521)	Thurgood Marshall Academic High School (21316)
Children's Day School (*334)	Friends of Potrero Nursery Hill School (21240)	The Kid's Co-op Inc. (21264)	New Traditions Alternative School (*2049)	Saint John Elementary School (9259)	Tule Elk Park Child Development (21315)
Chinese American International School (150)	Friends of Saint Francis Childcare Center (500)	KIPP Bayview Academy (888)	Nihonmachi Little Friends (*2031)	St. Mary's Chinese Day School (21238)	Urban School (*1563)
Chinese Immersion School at DeAvila PTA (21352)	Gates and Bridges Preschool (282)	KIPP San Francisco Bay Academy (902)	Noe Valley Nursery School (*55)	Saint Monica School (21322) Saint Paul's Elementary School (*180)	Village Nursery Co-op (21434)
City College John Adams Campus (*1860)	Gateway High School (2931)	Kittredge Parents Association (21441)	Oakes Children's Center (*1348)	Saint Paul's Littlest Angel Pre-School (*221)	Wah Mei School (889)
City College Mission Campus (*67)	George Peabody Elementary School (2516)	Lafayette School (2545)	One Fifty Parker Avenue School (91165)	Saint Philip School (6665)	Waldorf School (*999)
City College of S.F. Downtown Campus (21312)	German School of San Francisco (2913)	Lakeshore Elementary School (424)	Out of Site Center for Arts Education (302)	Saint Thomas More School Parents' Club (900)	Washington High School (2291)
Claire Lilenthal Elementary School (*33)	Glenridge Coop. Nursery School (1113)	Lakeside Presbyterian Ctr. for Children (201)	Pacific Primary School (*1500)	San Francisco Community School (325)	West Portal Parents Club (*5941)
Clarendon Elementary School (*80)	Grattan Child Development Center (21332)	Laurel School (*350)	Parents for Public Schools (906)	San Francisco Day School (3509)	Yick Wo School PTO (*2245)
Clarendon 2nd Community Program (*5007)	Grattan Elementary School (*35)	Lawton Alternative School (*57)	Paul Revere Elementary School (*555)	San Francisco Educational Services (*66)	

COMMUNITY GROUPS

7th Avenue Senior Center (21289)	Chinatown Community Development Center (21257)	Haight Ashbury Free Medical Clinic (*333)	Middle Polk Neighborhood (21305)	Purple Moon Dance Project (*3543)	San Francisco's Promise (501)
30th Street Senior Center (21296)	Chinese Historical Society of America (21291)	Haight Ashbury Improvement Assn. (890)	Milestones Human Services (*594)	Quan Yin Healing Arts Center (*1748)	Save Japan Dolphins (21388)
Acción Latina (21304)	Círculo de Vida (21399)	HANC Recycling Center (*780)	A Miner Miracle (414)	Randall Museum Friends (199)	SaveNature.org (21203)
Acrosports (*639)	City Car Share (21284)	Hands on Bay Area (661)	Mission Economic Development Agency (21300)	Rebirth and Development, Inc. (5145)	Schools for Salone (21448)
ADIS Light (21386)	Clinic The Bay (21402)	Health Champions (7999)	Mission Neighborhood Center (362)	Rebuilding Together San Francisco (328)	Scottish Rite Language Center (21246)
AIDS Benefits Counselors (*470)	Cole Valley Improvement Association (21369)	Hearing and Speech Center of No. Cal. (21200)	Mission YMCA (21443)	Richmond District Neighborhood Center (21268)	SFGRO (1705)
AIDS Emergency Fund (*1540)	Coleman Advocates for Children/Youth (*2602)	HIV Care (*9000)	Most Holy Redeemer AIDS Group (432)	Richmond District YMCA (21396)	ShadowLight Productions (*223)
AIDS Housing Alliance of S.F. (*427)	Community Board Program (*1542)	Holy Family Day Home (299)	Mothers Organizing Mothers (*69)	Rockwood Leadership Program (2649)	Shalom Bayit Bay Area Jewish Women Working to End Domestic Violence (10102)
AIDS Legal Referral Panel (*114)	Community Educational Services (21223)	Home Away from Homelessness (903)	Mujeres Unidos Y Activas (21416)	Ronald McDonald House of S.F. (1640)	Shanti (*1546)
AIDS Memorial Grove (*8560)	Community Housing Partnership (935)	Homeless Prenatal Program (995)	Museum of Craft & Folk Art (21427)	Rose Resnick Lighthouse for the Blind (*214)	Shih Yu-Lang Central YMCA (234)
AIDS Walk San Francisco (1939)	Community Living Campaign (21404)	H.O.M.E.Y. (21286)	Museum of Performance & Design (21377)	Rotary Club of Fisherman's Wharf (21382)	Shipyard Artists (884)
Alexander Hamilton Post 448 (411)	Community Sheriff Israel (2266)	Horses in California, Inc. (21228)	National Alliance for the Mentally Ill (5214)	RSVP San Francisco (21328)	Slow Food Nation (21292)
Altered Barbie (21425)	Company Chaddick (656)	Huck Cancer Ultimate Frisbee Tournament (21373)	National Marfan Foundation (5829)	Russian Hill Neighbors (1822)	SoMa Community Action Network (965)
American Cancer Society (21237)	Compass Community Services (9995)	Huckleberry Youth Programs (279)	National Multiple Sclerosis Society (21351)	Sacred Heart Cathedral Preparatory (21295)	Southern Exposure (21274)
American Youth Hostels (*426)	Conrad House (*149)	The Imagine Bus Project (21420)	Native American AIDS Project (21413)	SAGE Project (901)	SPARK Program (21426)
ARN (21409)	Congregation Beth Israel Judea (21400)	Independent Arts & Media (21364)	Nature in the City (21234)	Saint Anthony Foundation (8500)	Spinsters of San Francisco (21363)
Arab Cultural & Community Center (21350)	Congregation Beth Sholom (*130)	Independent Living Resource Ctr. of S.F. (649)	Neighborhood Parks Council (783)	St. Baldrick's Foundation (21452)	Starr King Openspace (21385)
The Arc San Francisco (5355)	Congregation Sha'a Zahav (*1290)	Insight Meditation Community of S.F. (4755)	Network for Elders (657)	Saint Francis Foundation (21342)	The Stepping Stone (21387)
Arriba Juntos (21367)	Conservatory of Flowers (21401)	International Dyslexia Association (21254)	New Door Ventures (*1387)	Saint Francis Living Room Project Foundation, Inc. (21414)	Stop AIDS Project (*301)
Art of the Matter (3288)	Crohn's & Colitis Foundation of America (21233)	Intersection for the Arts (446)	New Leaf Services (1854)	Saint Luke's Hospital Foundation (*3555)	StreetSide Stories (209)
Arts Expression Society (21267)	CUESA (21418)	Jack and Jill of America, Inc., San Francisco (21349)	New Music Bay Area (21380)	Saint Vincent De Paul Society (28050)	Sunrise Community Pantry (21324)
ArtSpan (934)	Cultural Integration Fellowship (8502)	Janet Pomeroy Center (21225)	Next Arts (21231)	Sts. Peter & Paul Church and School (6609)	Sunset Neighborhood Beacon Center (21275)
Asian Neighborhood Design (21212)	Curry Senior Center [formerly North of Market Senior Services – acct 333] (21235)	Japanese Community Youth Council (21406)	Noe Valley Chamber Music (21206)	San Francisco Animal Care and Control (1201)	Sunset Youth Services (391)
Asian/Pacific Islander Am. Health Forum (450)	Daily Acts (21224)	J.B. Foundation for Children (21436)	North & South of Market—Adult Day Heath (21285)	San Francisco Architectural Heritage (21265)	Support for Families of Children w/Disabilities (*2601)
Asian/Pacific Islander Legal Outreach (21287)	Department of Environment (21365)	Jewish Family/Children Services (*1600)	No. of Panhandle Neighborhood Assn. (*591)	San Francisco Arts Education Project (136)	Swords to Plowshares (16569)
Asian/Pacific Islander Wellness Center (*786)	Discovery Community, Inc. (21229)	Jewish Healing Center (3530)	Northern California Community Loan Fund (21244)	San Francisco Bay Area Book Council (*125)	Talkline (*1757)
Asian Women's Resource Center (21457)	Dolores Street Community Services (*938)	Jon Sims Center (1519)	Nort California Supplier Development Council (21260)	San Francisco Beautiful (141)	Tea Party (21421)
Asian Women's Shelter (21393)	Energy Service Corp (21423)	Jones Memorial United Methodist Church (21280)	NorthWest Bernal Alliance (3181)	San Francisco Bicycle Coalition (21220)	Telegraph Hill Neighborhood Center (21339)
At the Crossroads (21371)	Family Link (317)	Josie's Place for Bereaved Youth and Families (21308)	Older Women's League (OWL) (392)	San Francisco CASA (833)	Tenderloin Health (*241)
Auxiliary of Little Sisters (892)	Family Service Agency of San Francisco (331)	The Junior League of San Francisco (21314)	OMI/Excelsior Beacon Center (241)	San Francisco Children's Art Center (*1231)	Tenderloin Housing Clinic (21283)
Balboa Alumni Association (*1100)	First 5 California (21270)	Kid Stock, Inc. (21214)	Other Minds (*267)	San Francisco Circus Center (21340)	Tenderloin Neighborhood Development (21389)
Bay Area Attachment Parenting (211)	First Unitarian Universalist Society of SF (21256)	Kids in Parks (886)	Our Family Coalition (21366)	San Francisco City Chorus (21450)	Tesoro (21221)
Bay Area Rainbow Symphony (21338)	Florence Crittenton Services of S.F. (*291)	KUF 90.3 FM (21309)	Pacific Asian American Women Bay Area Coalition (PAAWBAC) (21391)	San Francisco Conservation Corps (*102)	TFW Children's Fund (21348)
Bay Area Ridge Trail (21455)	Flowers Heritage Foundation (21375)	La Cas de las Madres (833)	Pacific Rowing Club (21408)	San Francisco Dyke March (21288)	Twin Peaks Improvement Assn. (*31002)
Bay Area Urban Debate League (21449)	Fort Mason Community Garden (21279)	The LAB (the-art-re-grüp, inc.) (2949)	PACT—Plan of Action for Challenging Times (21330)	San Francisco Education Fund (21378)	UCSF Medical Partners in Care (21361)
Bay Area Wilderness Training (302)	Foster City Flyers (21435)	Lamplighters Music Theater (21428)	Page Street Center (21227)	San Francisco Experience Corps (3930)	UN Women (21437)
Bay Area Young Survivors (21282)	Friends of Camp Mather (21368)	Larkin Street Youth Services (2506)	Paradigm Programs (*14061)	San Francisco Food Bank (*901)	Under One Roof (21243)
Bay Area Youth Fund for Education (29415)	Friends of San Francisco City Planning (21205)	Leadership High School (21255)	Parent's Place (*1602)	San Francisco Frontrunners (891)	UNIFEM (21381)
Bazaar Bizarre San Francisco (21359)	Friends of Sharon Art Studio (*1033)	Leap (21218)	Pathways for Kids (33194)	San Francisco Generations, Inc (21341)	United Cerebral Palsy of San Francisco (*627)
Bernal Heights Neighborhood Center (*515)	Friends of the S.F. Public Library (*211)	Legal Services for Children (21417)	PAWS (539)	S.F. General Hospital Foundation (*89)	United Irish Cultural Center, Inc. (21379)
BCOA: Black Coalition on AIDS (504)	Friends of the Urban Forest (1070)	Legal Services for Prisoners with Children (21303)	Peninsula Temple Beth El (21225)	San Francisco Health B Free (21419)	Up On Top After School Program (1187)
Big Brothers Big Sisters of the Bay Area (887)	Gamelan Sekar Jaya (6485)	Lesbian in the Visual Arts (870)	People Organized to Win Employment Rights [POWER] (21353)	San Francisco Lawn Bowling Club (21454)	Upwardly Global (21372)
The Big Rumble (21394)</td					

The COLE HARDWARE Calendar - November

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5 Saturday November 12 E-Waste Drop Off! see page 11 for details
6  Daylight Saving Time Ends	7	8 	9	10	11 20% OFF Bag Sale! Cole Fox	12 20% OFF Bag Sale! Cole Street, Mission Street and Polk Street see page 2 for details
13	14	15	16	17 	18	19
20	21  Special Community Members SAVE 20% see page 13 for more details	22	23 Military Wednesday	24  Thanksgiving	25 AFTER THANKSGIVING SALE	26 AFTER THANKSGIVING SALE
27 AFTER THANKSGIVING SALE	28 Student Monday	29 Teacher Tuesday	30 Senior Wednesday			
COMMUNITY SAVINGS DAYS —						



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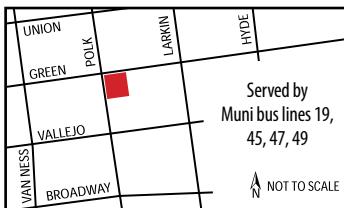
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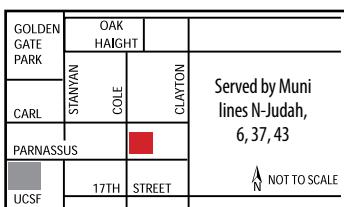
OPEN THANKSGIVING 9:00 am–3:00 pm



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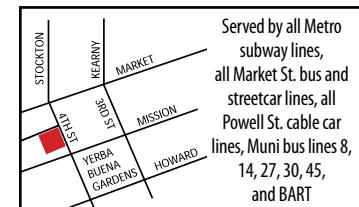
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