

A History of Supporting Excellence in Retailing

In 1883, employees at Twin City Hardware & Heating Co. (TCH) focused their loss prevention efforts on a single store—their own premises with its authentic western frontier look in St. Paul, Minnesota.

Today, 125 years later, TCH watches over the security needs of hundreds of stores for the biggest names in retail. Companies like Best Buy, Target, and Chipotle (to name a few) benefit from five nationwide, full-service TCH branches.

TCH is a single-source provider with specific benefits to offer retailers, restaurants, and other multi-location customers. These include national account pricing, expert project management, nationwide consistency, and their national network of live around-the-clock maintenance support, 365 days a year. It's a total lifecycle package:

- TCH supplies the specified doors, frames and hardware,
- Delivers on schedule for an on-time grand opening, and
- Offers total after-market facilities service.

National Account Pricing

The buying power of TCH goes all the way to the factory level. TCH takes into account the annual volume of major clients and comes up with a significant savings over individual projects. For example, a single hollow metal door and frame equipped with the specified electronic emergency exit hardware could cost \$4,025 on the open bid market. National account pricing at TCH cuts that package down to \$2,877. When the difference is spread across your expansion plans for a year, it's enough to get the attention of the CFO.

Expert Project Management

The project managers at TCH have decades of experience in new retail construction and lifecycle maintenance. The ranks include industry-certified Architectural Hardware Consultants who act as a single point of contact. Your specific project manager(s) handles all job and construction site questions and is responsible for meeting your shipping deadlines. Projects are not passed on to endless layers of personnel who are not directly responsible to you.

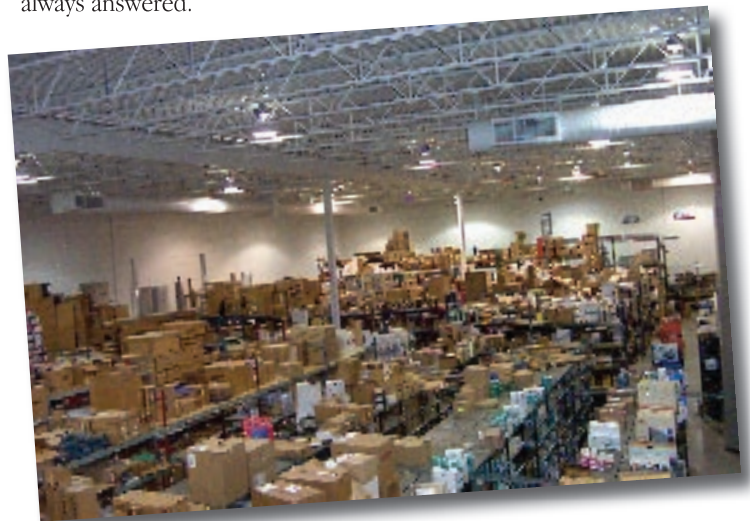
Nationwide Consistency

Now, imagine the same high-quality hardware in every store, every job. That's the standard at TCH—the company provides consistency from store to store. It's highly efficient, saving time and money at the architecture and design phase, during the construction process, and while the store is open. If you want a change implemented, it's done. They will exchange anything on

site that's not installed. No more waiting six months to catch up to local contracts.

24/7/365 Service

If the client chooses, store managers will have access to a toll-free number for service and installation. When wear and tear takes its inevitable toll, TCH dispatches a technician with replacement parts any day of the year, at any hour. The phone is always answered.



More Than Your local Supplier; A Member of Your Team

TCH is more than just another supplier. The metal shop at TCH runs 24 hours a day customizing doors and frames. This in-house capability cuts lead times. You want it shipped tomorrow? They will ship it tomorrow. Another unique value adding option for retail clients is the Store-In-A-Box. All door hardware is packed and marked on the outside of a single box per opening. The general contractor can then quickly match each single carton to its corresponding door on the job site.

There is no other provider of doors, frames, and hardware that meets your loss prevention...and your construction department's...needs like TCH. The high level of experience servicing multi-location ventures from start to finish is a considerable benefit to current and potential clients, along with consistency in product and pricing. And, more than 100 years in business is a solid foundation on which to build. ■

TCH Twin City Hardware