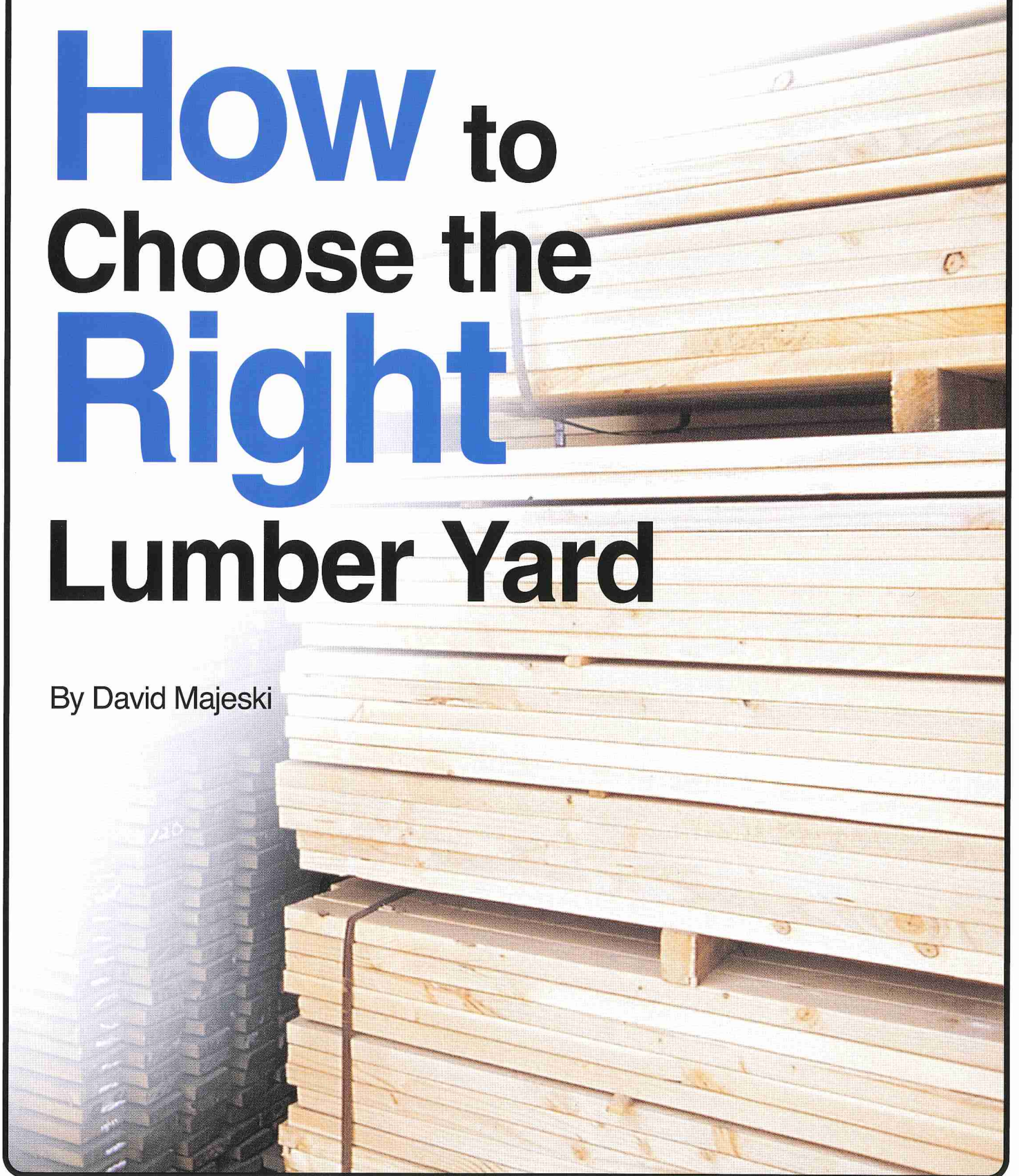


A CONTRACTOR AWARENESS REPORT

How to Choose the Right Lumber Yard

By David Majeski



All Lumber Yards Are Not Created Equal...

...True. All Lumber Yards are not created equal. I know this from my 42 years in the building materials supply business. Lumber Yards need to follow a Code of Professional Standards.

What are “Professional Lumber Yard Standards?” It’s simply a set of internal standards that professional Lumber Yards **should** adhere to when making sure that you always get the kind of service and quality that you’d expect from professionals. It’s a way to protect you from problems like not getting personal service, spending too much time and money or not getting the professional advice and solutions needed for your job.

We hope this never happens to you, but let’s imagine:

- A contractor informs his Lumber Yard that he needs various supplies and has additional items that need to be picked up at the jobsite. The items he ordered are delivered but the driver says he doesn’t have time to pick up the returns that day. The driver tells you he will be back the next day. Several days go by and no one from the Lumber Yard comes to retrieve your returns. Rains have soaked the jobsite location and the plumbing truck backs over some of them. When the Lumber Yard finally comes to pick up the returns, the contractor doesn’t receive the appropriate credit because the returns were muddy and damaged. The Lumber Yard hopes the contractor doesn’t notice or check his statement for the credit!!

OR

- You walk into a Lumber Yard that your friend said had the best materials and the knowledge to go with it. You look for a technical expert to ask where the decking materials are found and what would work best in your situation. After 10 minutes of wandering the aisles, you find a stock person who sends you to the opposite side of the yard for the decking. You eventually leave the Lumber Yard feeling the entire experience was a waste of time and eager to tell everyone about your bad experience.

OR

- You walk into the Lumber Yard and no one recognizes you even though you are the largest volume customer at that particular location.

Any one of these could be a contractor's frustration or nightmare, especially if you don't know who you can call to get the job done quickly and professionally, with accuracy the first time.

The following five Professional Standards will help you when choosing your next Lumber Yard support and technical team:

1. Make Sure That "Fast Real Service" Really Is Fast Service:

Ask your Lumber Yard if they deliver and how quickly will they come out to your site.

Do they offer same day delivery to your jobsite, even for deliveries called in as late as noon?

Do they offer delivery at no charge?

Do they offer you a \$100.00 credit* if they don't pick up returns within 24 hours of your request?

Do they provide estimates – on your agreed-upon date – or pay you a \$100.00 credit*?

*Arrow Building Center Priority Club Members only

2. Watch out for Lumber Yards that charge a low price to get you in the door and then, turn around and raise it; only to play games once you're in.

Some Lumber Yards will quote a price before a job starts and then change it in the middle of the job! Make sure you get a solid quote before the job starts and get it in writing. Beware of companies that quote prices over the phone.

Reputable contractors know that a job must first be inspected before a bid can be made. Always insist that the job site be checked out before a price is quoted.

Watch out for Lumber Yards that change specifications on your bid or estimates without bringing it to your attention or not bid something because the Lumber Yard does not stock those specific items.

3. Avoid Lumber Yards That Are Messy and Disorganized.

Without well-organized Lumber Yards, contractors cannot find what they need efficiently for saving both time and money.

It starts with some basic things: Yard employees need to be available to serve you. The yard needs to be clean and organized and staffed with helpful, friendly people who know exactly where everything is located.

Contractors know that professional Lumber Yards are THE key to getting a consistent flow of materials to their job sites.

4. Be aware of the knowledge level of Sales Agents and other Yard Employees.

The Sales Agent and other yard employees must be able to quickly and accurately assess your situation, have the latest technical know-how to solve your problem and know how to obtain that solution if not readily available at their Lumber Yard. They need to attend on-going training to sharpen their skills every year. Additionally, they need to be on the cutting edge of new and advanced building techniques.

A Lumber Yard with a solid vendor relationship will be knowledgeable regarding new products and offer contractors product knowledge training to keep them on the cutting edge of building know-how.

The Sales Agent will review your bid with you and make sure that the bid is all-inclusive of the items necessary to complete your project.

5. Does your Lumber Yard offer any incentives for your business?

Do they offer Builder's Club Points* for an event or a well-earned vacation for you, your family or staff?

Do they offer you generous payment terms and builder discounts to satisfy your needs and save you money?

Do they offer you office space with phone, fax, copier and coffee?

*Arrow Building Center Priority Club Members only

These five Professional Lumber Yard Standards may seem impossible to obtain in one Lumber Yard.

However, at **Arrow Building Center**, we not only comply with these “Professional Lumber Yard Standards”, we surpass them. Here’s why:

In our 108 year history, our Lumber Yard has successfully supplied building materials, construction expertise and practical solutions for more than 300,000 projects.

We’ve developed strong ties in every community because we believe Our Customer is Number One and we understand what the 3 biggest problems with Home Construction Projects that most people have. They are:

One: They don’t get personal service.

Two: They spend too much time and money.

Three: They don’t get professional advice and solutions for their project.

This can cause frustration and a feeling that nobody cares.

At Arrow Building Center, **we protect you** from these problems by treating you as an individual, showing you respect, focusing on what you need and how to best achieve the results you want, while saving you time and money with expert advice and solutions.

If we are serving our communities by “Providing Our Customers with Construction Solutions, Quality Building Materials and Superior Service” - then we are taking care of Number One: which is You.

We welcome you to visit any one of our 14 Lumber Yards, the Arrow Cabinet Gallery, or the Post-Frame Division in the following areas and meet our Yard Managers for a confidential, no-obligation interview to determine your construction needs; or we encourage you to visit our website at www.abc-clc.com.

Wisconsin Locations

WEBSTER

Webster_ABC@abc-clc.com
715-866-4345
FAX 715-866-4307

HAYWARD

Hayward_ABC@abc-clc.com
715-634-8941
Toll Free 866-683-6442
FAX 715-634-8772

SPOONER

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715-635-2199
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FAX 715-635-8431

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715-234-6932
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FAX 715-234-8863

MILLTOWN

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715-825-3287
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CHIPPEWA FALLS

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FAX 507-634-4770

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FAX 651-388-4221

ARROW CABINET GALLERY

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FAX 651-207-5299

Our Promise to You, Our Customer

We will provide fair, honest and excellent service, delivering high quality building products.

We will back our products and service and give honest facts about them.

We will take every action necessary to provide you with reliable, professional service, which will exceed your wants, needs and expectations of us.

We will value your continued business by treating you with the same respect we expect to receive.