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**ACE HARDWARE RANKS HIGHEST IN CUSTOMER SATISFACTION BY  
J.D. POWER TEN YEARS IN A ROW**

**OAK BROOK, Ill., June 7, 2016** – The J.D. Power 2016 U.S. Home Improvement Retailer Store Satisfaction Study<sup>SM</sup> ranked Ace Hardware “Highest in Customer Satisfaction among Home Improvement Retail Stores” for the tenth year in a row. Ace has captured this ranking every year since J. D. Power began surveying the home improvement industry ten years ago.

The J.D. Power study is based on responses from nearly 2,995 consumers who purchased home improvement products or services in the previous 12 months. Ace Hardware ranked highest among major retailers with an overall satisfaction index score of 810 on a 1,000-point scale. According to consumers, Ace performs particularly well in the categories of staff and service, as well as store facility.

The score is based on performance in five areas: merchandise, price, sales and promotions, staff and service, and store facility.

“Given the impressive list of retailers with which we compete, in no way do we take our tenth consecutive J.D. Power award for granted,” said John Venhuizen, President and CEO, Ace Hardware Corporation. “My grateful and sincere thanks goes to the consumers who have honored us with this award, the Ace team who never ceases to amaze me and most importantly, our frontline, red-vested heroes who so passionately serve our customers.”

In 2015, Ace Hardware launched the Ace Center for Excellence, a division created to help businesses and organizations around the world improve upon their customer experience utilizing Ace’s award winning approach. Through keynotes and workshops, the Ace Center for Excellence shares the strategies and principles that help leaders cultivate, and team members to contribute to, a culture of customer service that exceeds the consumer’s evolving expectations of helpfulness. For more information, visit [www.acecenterforexcellence.com](http://www.acecenterforexcellence.com).

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**About Ace Hardware**

For more than 90 years, Ace Hardware has been known as the place with the helpful hardware folks in thousands of neighborhoods across America, providing customers with a more personal kind of helpful. In 2016, Ace ranked "Highest in Customer Satisfaction with Home Improvement Retail Stores, Ten Years in a Row," according to J.D. Power. With more than 4,800 hardware stores locally owned and operated across the globe, Ace is the largest retailer-owned hardware cooperative in the world. Headquartered in Oak Brook, Ill., Ace and its subsidiaries currently operate 17 distribution centers in the U.S. and also have distribution capabilities in Ningbo, China; Colon, Panama; and Dubai, United Arab Emirates. Its retailers' stores are located in all 50 states, the District of Columbia and approximately 60 countries. For more information on Ace, visit [www.acehardware.com](http://www.acehardware.com).

**Disclaimer:** Ace Hardware received the highest numerical score among retail stores in the proprietary J.D. Power 2016 Home Improvement Retail Store Study<sup>SM</sup>. Study based on

responses from 2,995 consumers measuring six stores and opinions of consumers who purchased a home improvement product or service within the previous 12 months. Proprietary study results are based on experiences and perceptions of consumers surveyed January-February 2016. Your experiences may vary. Visit [jdpower.com](http://jdpower.com)