

Ace Hardware Special Order Instructions

Dear Retail Partner,

We have experienced a high volume of consumer requests for items not stocked in your RSC's. We currently utilize a Where to Buy webpage on www.rustoleum.com where consumers go to search for product. As a partnered retailer, we would like to continue directing consumers into your stores. We recognize that it is not possible to stock all items we manufacture, however we still have the ability to ship these items to you based on consumer requests. First, please check with your local RSC to see if the product is in stock. If it is not available there, you may place the order directly with Rust-Oleum on a drop ship basis. There are three different ways to place an order:

- 1) Call us DIRECT at 800-787-8258
- 2) Fax the order DIRECT to 800-787-8301
- 3) Email the order DIRECT to: mshoemaker@rustoleum.com

Here are some answers to FAQ's when ordering:

- * Special orders will arrive within 7-10 business days (on average).
- * Customer is responsible for freight on orders less than 24 cases.
- * Orders must be placed in full case quantities.
- * Orders requiring faster turn around must be called in so we can indicate the ability to RUSH the order. We can not guarantee shipping within 24 hours.

Again, we appreciate your assistance and look forward to hearing from you soon!

Sincerely,

Rust-Oleum Brands

Toll Free: 800-787-8258

*****PLEASE REFERENCE CODE: 310 WHEN PLACING ORDER*****