

Ace Hardware Ranks Highest In Customer Satisfaction By J.D. Power

The world's largest retailer-owned hardware cooperative has achieved this ranking 13 out of the last 14 years

Ace Hardware ranked “Highest in Customer Satisfaction among Home Improvement Retail Stores” in the J.D. Power 2020 U.S. Home Improvement Retailer Satisfaction StudySM. Since J.D. Power began surveying the home improvement industry in 2006, Ace Hardware has achieved this ranking 13 out of the last 14 years.

The 2020 J.D. Power study is based on responses from nearly 2,626 consumers who have purchased home improvement products or services over the past 12 months. Ace ranked highest among major retailers with an overall satisfaction index score of 844 on a 1000-point scale. According to surveyed consumers, Ace performs particularly well in the categories of staff and service.

This year's score is based on overall performance in five areas: merchandise, price, sales and promotions, staff and service, and store facility.

“Receiving this honor from J.D. Power and our customers for the 13th time puts a collective bounce in the step of our local Ace owners and their hard-working, red-vested heroes on the front line,” said John Venhuizen, President and CEO, Ace Hardware Corporation. “We exist to serve others and this recognition inspires us to work even harder to serve and support our neighbors.”

About Ace Hardware

Ace Hardware is the largest retailer-owned hardware cooperative in the world with more than 5,300 locally owned and operated hardware stores in approximately 70 countries. Headquartered in Oak Brook, Ill., Ace and its subsidiaries operate an expansive network of distribution centers in the U.S. and have distribution capabilities in Ningbo, China; Colon, Panama; and Dubai, United Arab Emirates. Since 1924, Ace has become a part of local communities around the world and known as the place with the helpful hardware folks. For more information, visit acehardware.com or newsroom.acehardware.com.

Disclaimer:

Ace Hardware received the highest score in the J.D. Power 2007-2017, 2019 and 2020 Home Improvement Retailer Satisfaction Studies (tied in 2019) of customers' satisfaction with home improvement retailers. Visit jdpower.com/awards.

<https://newsroom.acehardware.com/2020-06-11-Ace-Hardware-Ranks-Highest-In-Customer-Satisfaction-By-J-D-Power>