



Customer FAQ November 1, 2016

Q. What does the acquisition by ABC Supply mean to me?

A. Effective November 1, 2016, L&W Supply Corporation became a subsidiary of American Builders & Contractors Supply Co., Inc. L&W Supply will run as a separate business, so you can expect that it is business as usual. Please continue dealing with the same L&W Supply branches and associates that served you prior to the acquisition.

Q. What will happen to the L&W Supply brand name?

A. The L&W Supply brand is well known and respected. We plan to continue to use, support, and grow the brand.

Q. If I have a credit account in good standing with L&W Supply and I do not have an account with ABC Supply, can I make purchases at ABC Supply?

A. Yes, but you will have to first complete an ABC Supply credit application and be set up in the ABC Supply system.

Q. Will my credit limit change?

A. L&W Supply will continue to follow their current process for maintaining accounts and setting credit limits.

Q. If I purchase from both L&W Supply and ABC Supply in a given month can I make one payment?

A. Since both companies are on different computer systems, it will be necessary to make separate payments.

Q. Can I use an existing credit memo (or return product) from one company with the other?

A. Because both companies are on different computer systems, credit memos (or product returns) can only be processed where the order was transacted.

Q. Will my pricing change?

A. Your current pricing remains in effect, per the terms you have been quoted. All quotes given will be honored by the L&W branch that made the commitment.

Q. Will my salesperson change?

A. The salesperson currently assigned to your account will remain in place. This may mean that a sales representative from each company will service your needs if you purchase from both companies.

Q. Now that L&W is part of ABC Supply can I purchase roofing, siding or windows from L&W branches?

A: Because we will operate L&W branches and ABC branches as 2 separate businesses you should expect L&W Supply to continue to offer the same product categories that they stock today.

Q. Who should I call with questions regarding my account?

A. For problems or questions related to L&W Supply, please contact your local sales representative or Branch Manager with any questions.