

Yarnell~Hoffer

Do-it center.

News

Yarnell-Hoffer Do-it Center News 942-3500 Volume 8 Number 1 - April 1996
Chapel Hill's Favorite Hardware Store Mon -Sat 7:30 AM - 6:00 PM Sun 12:00 PM - 5:00 PM

Welcome to our first newsletter of 1996! Some of you may not have received our newsletter before so I hope you enjoy it. If you would like to be on our mailing list, please come by the store and sign up. The first two newsletters for this year will be mailed to everyone, but after that you'll only get one if you're on the list. Don't miss out.

In case you're new, we're a locally owned hometown hardware store with the best trained staff anywhere around. Craig Yarnell and I (Mike Hoffer) have been here since we were little kids and we're proud to say we'll be here for the rest of our lives. We specialize in solving your home improvement problems so come by and check us out. Craig and I personally guarantee everything we sell and we know you won't get better service anywhere.

We've made some great changes to the sales floor over the last several months. We now have an open area to display our Snapper mowers and lawn and garden seasonal items. Come by and check it out.

Sit back, kick your shoes off and rest a spell. Hope you enjoy!

MIKE AND CRAIG - THE EARLY DAYS... PART 2

Last November, I told you about one of our first roofing jobs. I said I would tell you some more adventures of Mike and Craig next time, so here goes.

Remember as you read that we have made most of the mistakes for you so we can tell you how not to make the same ones we did. Believe me, we have learned a lot over the last 15 years!

Anyway, the next story that comes to mind is a nice little job we took down on Coker Dr. in Chapel Hill about 15 years ago. For those of you who don't know, Craig and I were

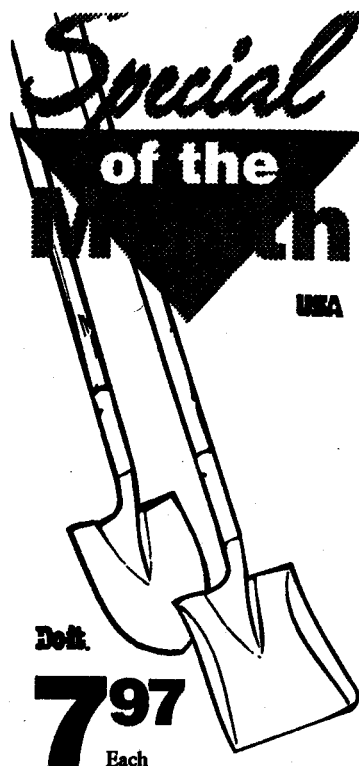
contractors before we started in the hardware business. That's where we learned the correct way of fixing and building things so we could give you good advice. We got a call from one of the real estate agents that we worked for from time to time to replace a front door on a house that had just been sold. We arrived on the job and repaired several other minor items before measuring for the front door. It was about noon by this point but we figured we had plenty of time to install the new door and paint it before it got dark. I went to Lowes to pick up a door and

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Craig stayed to remove the old door and take the measurements so when I got back we could whip it up and be on our way. I got back from Lowes with a beautiful brand new six panel fir solid core door that would make anyone proud. I got the bright idea that it would be much better to go ahead and paint the door first since the carpet was pretty nice (We were always coming up with ways to be more efficient. Needless to say, this didn't turn out to be one of our better ones). We got out the bright cherry red paint that was requested and painted the entire door. Craig had already cut the door down on the sides a little because the opening was not quite a full 36". He chiseled out for the hinges and drilled a hole for the existing lockset. After about one hour, this baby was ready. It was a beauty. We had spent about three hours making sure everything was right. It was about 4:30pm when we got ready to hang the door. It was late in the fall so it was starting to get dark. I had asked Craig several times if he had measured correctly and he assured like he always does that he is not stupid. Well, we hung the door and stood back to look at our handywork. I think Craig's mouth dropped open about the same time mine did. I shook my head in disbelief. The door was beautiful all right. The

only problem was that it was four inches too short. Let me tell you, it fit beautifully and closed just like one from the factory but the air gap on the bottom was a bit much. Neither one of us could believe what had happened. We just spent the last four hours painting and preparing a door that was too short in the first place. After I ragged Craig out for not being able to read a tape measure, we both started laughing. This door was a seven foot high door instead of the standard 6'8" that is on most doors. We didn't know what to do at that point. It sure was going to be hard to explain how we could have made such a mistake to anyone. We thought about "rigging" a space age threshold but we though a 4" step up might be a little much. Our only choice was to start all over again. Quickly, we took down the new door and reinstalled the old door since it was after 5pm at that point. We went back the next day with the proper size door and finished the job. I don't think we even

told the real estate agent or the customer about the mistake but after all these years the file has become de-classified.



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LET CRAIG DO IT FOR YOU!



As many of you know, we were in the professional home improvement business for many years before we started the hardware store. We built our reputation for the best quality work around and we learned lots of great tips that we have shared with many of you over the past ten years in the hardware store. Lots of you come in asking us who they can get to come do a small job and we have run out of names to give you. So, we decided several months ago to get back into the home improvement business for those of you who need small jobs done. We call it our "installed sales division". Craig will come to your house to do just