

## Customer Q&A

**1. I heard that SiteOne is buying Marshall Stone....is that true?**

**Answer** – Yes, SiteOne purchased Marshall Stone. The deal closed 9/22/2017.

**2. I have an established credit line with Marshall Stone and specific terms; will I be able to keep them?**

**Answer** – Yes, as long as your account is in good standing and you are within terms.

**3. I have a credit account with SiteOne and Marshall Stone. Will I keep both?**

**Answer** – Yes, for the time being you can keep both accounts active. We would hope to combine them as soon as we move to a single computer platform. In the meantime, please continue to send payments on account to the respective company and remittance address.

**4. There are SiteOne locations and Marshall Stone locations in the same area. Can I use the same account at all sites and receive the same pricing, discounts, and terms?**

**Answer** – In the short term, you should use both accounts until they are merged together. You should receive the best pricing and discounts available to you.

**5. I am enrolled in SiteOne's Partners Program. Will my purchases at Marshall Stone be eligible for points?**

**Answer** – SiteOne and Marshall Stone systems will not be fully integrated for 90-180 days. In the interim, only SiteOne purchases will count towards the Partners Program.

**6. I do business with both SiteOne and Marshall Stone, and have a relationship with a sales associate at each location; can I continue to work with both?**

**Answer** – Yes, you can continue to work with both.

**7. Can I return material to any SiteOne / Marshall Stone location?**

**Answer** – Initially, the companies will continue to use their pre-existing computer systems. Return items should be returned to the point of purchase. We will let you know as changes are made to accommodate these situations, in addition to working together to find a suitable solution that you are satisfied with.

**8. Will the Marshall Stone locations and SiteOne hours of operation be the same?**

**Answer** – Hours of operation will remain the same for the respective locations. Customers will be notified if any changes to the hours are made.

**9. Will I be able to combine products from Marshall Stone and SiteOne sites on one truck for local delivery?**

**Answer** – Initially, you should do business as usual with the separate SiteOne and Marshall Stone locations. Until we are running on a single computer platform, which will be 90-180 days, local management will need to make the call with regard to filling this request. We will do our best to work together with you to find an accommodating solution.

**10. If I am working with a SiteOne sales associate and am near one of the Marshall Stone locations, will the Marshall Stone site be able to honor the same pricing for products?**

**Answer** – Marshall Stone maintains its own pricing program. This will continue to be in effect in the “short term”. Over time, we will provide the best solution for you and will work to provide you with the same great products at the same great prices in the interim.

**11. Will the SiteOne Salesperson have access to product in stock at the nearby Marshall Stone location?**

**Answer** – If the product is available, we will work to solve your issue.

**12. If I have any additional questions, who can I contact?**

**Answer** – You can contact Jeff Younginer

Jeff Younginer

336-414-2389 or [jyounginer@marshallstone.com](mailto:jyounginer@marshallstone.com)