



August 31, 2018

Dear Valued LENOX Customer:

In March of 2017, Stanley Black & Decker acquired IRWIN and LENOX from Newell Brands. Since then, we have been working hard to integrate these brands into our core Global Tools and Storage portfolio and systems. We are excited to announce that our integration with LENOX will 'go live' the first week of October, when LENOX branded Tools and LENOX Bandsaw products will transition to the Stanley Black & Decker system.

Effective October 1<sup>st</sup>, 2018, orders for all LENOX items will be processed through the Stanley Black & Decker systems. Please plan for reduced shipment activity during the first week of October due to the system cut-over. Although we are working diligently to ensure recovery back to our normal cycle times as quickly as possible in October, we would appreciate your patience through this implementation.

### **New LENOX Account and Order Minimum**

If you already have an account for IRWIN, you can once again combine your IRWIN & LENOX products on one order under that account. If you do not have an existing IRWIN account, a new account number will be assigned to you. Your prepaid freight limit on IRWIN & LENOX remains at \$250. In addition, effective October 1<sup>st</sup>, all purchase orders will be subject to a \$100 order minimum.

### **Customer Service Team and New Accounts Payable Department**

Beginning on October 1st, please contact your LENOX customer service team at:

Email: lenoxtools@sbdinc.com  
Phone: 1-800-628-8810

To request access to place orders directly, check inventory, and review order status in our E-Commerce platform, please contact toolcommerceinquiry@sbdinc.com with your name, email address, and account information.

For your reference, there is a **Frequently Asked Question (FAQ) Sheet** attached with Customer Service Contact information for all brands. Included in this packet are details for your Accounts Payable department related to credit and payments.

### **New Units of Measure for Hand and Power Tool Accessory SKUs**

Please note the following important change: LENOX Hand and Power Tool Accessories will be changing the units of measure on items from '**eaches**' to '**packs**' to harmonize with how all other Stanley Black & Decker products are ordered. All documents will change to reflect this update, including pricing.

#### **Currently: 1 'each' = 1 blade**

*For example: To order a pack of 5 blades, 5 'each' would be ordered*

#### **NEW Starting October 1<sup>st</sup>, 2018: 1 each = 1 shelf pack unit**

*For example: To order a pack of 5 blades, 1 'pack' must be ordered.  
To order a pack of 25 blades, 1 'pack' must be ordered.*

This change predominantly affects the following categories: Reciprocating Blades, Hacksaw Blades, Jig Saw Blades, Portable Band Saw Blades, Tubing Cutter Wheels, and Utility Knife Blades. **The only exception** will be saw blades that are physically barcoded; those will stay as an 'each' qty. We will share an updated price file for you that will reflect this unit of measure change.

### **Duplicate SKUs**

Additionally, there are some LENOX items that must be updated due to having a duplicate SKU Number in the Stanley Black and Decker system. We included that list with this letter. Please update your systems accordingly.

We appreciate your business and support, and look forward to strengthening our relationship and driving growth in our businesses in 2018. If you have any questions or concerns, please feel free to reach out to your local LENOX sales representative.

Eric Bernstein  
President Sales & Marketing, Industrial & Construction