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Abt Electronics Fact Sheet

Abt History

- Based in Glenview, Ill. (1200 N. Milwaukee Ave.)
- One of the nation's leading independent electronics and appliance retailers
- Largest single-store retailer of electronics, appliances and home goods in the country
- Has consistently grown double digits percentage each year since 1936
- Ninety percent of business is from repeat customers or referrals
- Attributes its success to industry-leading, award-winning customer service and an unmatched shopping experience – both in-store and on its e-commerce site Abt.com
- Founder David Abt launched the family business with an \$800 loan from his wife Jewel in 1936, as a Chicago-based radio store (a small store front in Chicago's Logan Square neighborhood with only 3 employees)
- Third generation family-owned and operated business
- Currently run by brothers - Mike, Ricky, Jon, and Billy Abt - who share the title of co-president (grandchildren of Dave and Jewel Abt and sons of former CEO, Bob Abt)
- Abt has won dozens of awards including the Better Business Bureau's Torch Award (2017, 2020), Consumer Reports #1 Appliance Dealer for 3 years in a row (2016, 2015, & 2013), one of Chicago Tribune's Top Workplaces for 10 years in a row (2019-2010) taking the #1 spot in the Large Business Category 3 times (2016, 2012, & 2011), and TWICE magazine's Excellence in Retailing Award (2011) among many others

Abt Store

- Abt offers a one-of-a-kind shopping experience in an impressive 114,000 square-foot showroom situated on 70 acres
- Entire complex including a state-of-the art warehouse totaling over 450,000 square-feet, with expansion on the way
- Layout includes unique stores-within-store concept, essentially a mini-mall of boutiques such as Apple, Tumi, Time Watch Boutique, Abt Candy Store, and more
- Abt offers many unique features including its famous Las Vegas-inspired atrium with a newly renovated dancing fountain with hourly light and water shows synchronized to music, it's 7,500-gallon saltwater aquarium with schools of exotic fish, a moray eel, a small shark, and colorful coral reefs and a one-of-a-kind TV windmill created by Panasonic

- Product categories include appliances/custom kitchens, gourmet cooking, home comfort (HVAC, power generators and sump pumps), TV and A/V, computers, watches, fitness, sunglasses, luggage, garage doors and home goods
- Abt's most recent addition is the Inspiration Studio that combines Abt's product expertise with visionary designs by renowned kitchen designer, Mick de Giulio. This 10,000-square foot one-of-a-kind showroom features 12 unique kitchen builds each based on a suite of kitchen appliances from a respected brand
- Abt is known for its weekend treats providing free, fresh baked chocolate chip cookies and coffee for its customers every Saturday and Sunday afternoon

Unmatched Customer Service

- Abt is known for its award-winning customer service. Abt services customers before, during, and after the purchase with a team of 1,700 expertly trained staff who guide shoppers on what products best match their needs.
- Customer support is available through Abt Electronics' toll-free line, online live chat and email seven days a week (888-228-5800)

Pioneering E-commerce Website (Abt.com)

- One of the first major retailers to offer its products online when it launched in 1997
- Selected as one of a few authorized retailers for brands such as Sony, Panasonic, Toshiba, Bose and Onkyo when launched
- Offers free nationwide shipping on thousands of products to all 50 states

Commitment to Ongoing Customer Support

- Offers a no-hassle return policy
- Provides all customers with free technical support seven days a week on any product that's purchased in-store or online
- Repairs all brands it carries at its authorized Service Shop, one of only a handful of retailers to do so

Abt Electronics Green Initiatives

- Will feature an on-site 30,000 square-foot recycling center where customers can safely dispose of electronic waste
- New 30,000 sq. ft. recycling center takes in 8,500 tons of waste per year including 95% of the company's own waste
- Has recycled over 13 million pounds of electronics and appliances
- Once daily garbage pick-up has been reduced to one time per week
- Energy-saving windmills and solar panels help power Abt Electronics, reducing its carbon footprint
- Rooftop Solar Array consists of 1,500 340-watt solar panels which produces enough electricity to run 80 homes for a year
- Rainwater harvesting system features a 10,000-gallon barrel that collects renewable rainwater for their irrigation system

- Offers electric vehicle charging stations via (1) ChargePoint for 2 cars and (10) Tesla charging stations
- Abt's fleet of delivery and service vehicles make 9,000 calls per week. All of the used oil, oil filters, coolant, and batteries from the trucks get recycled
- Abt's also has Tesla Powerpacks that provide a reliable source of back-up power. Fully charged, the Powerpack station would be able to power the average suburban home for a month-straight, completely off the grid

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