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SCREWFIX FORUM CELEBRATES 10 YEARS

The Screwfix Community forum is celebrating 10 years of bringing thousands of tradesmen together and helping them find answers to their burning tool and trade questions.

Screwfix launched the site back in 2003, before social networking sites were commonplace. The aim of the site was to unite tradesmen and provide them with an online space to pose and answer questions, seek advice and share experiences.

The forum has gone from strength-to-strength during the last decade, featuring over 1.2 million posts and more than 136,000 threads. The site is home to all trades, from electricians and plumbers to builders and carpenters, and currently has over 100,000 registered users.

John Mewett, marketing director at Screwfix, comments: "We initially launched the site to offer tradesmen a space to connect online and share best practice and the positive response and growing levels of engagement with the site has been great.

"Our customers sit at the heart of our business and customer insight provides the backbone of everything we do here at Screwfix. Our community forum plays a vital role in this and we are delighted that it has proved such a success. In fact, it would take the average reader over 100 hours just to read one word from every post listed since 2003!

"We encourage all tradesmen to log on and see for themselves what the forum has to offer."

The Screwfix Community forum offers a friendly and supportive place to share expertise, ask advice, and enjoy 'socialising' online with people who share a common interest. Users are encouraged to debate the topics and issues of the day. For further information visit

<http://community.screwfix.com/>

-ENDS-

About Screwfix:

Screwfix is recognised as being "where the trade buys" offering a straightforward and transparently-priced retail experience that enables busy tradesmen to shop 14,000 products over the phone, online, via their mobile or from their local store.

- From power tools and workwear to cables and pipe fittings, more than 11,000 products are available to collect from the national network of over 300 stores. An extra range of over 3,000 products can be ordered over the phone, online or from a local store for next day delivery, with orders taken up until 7pm to home or site.

- screwfix.com attracts 1 million visitors per week and the Screwfix *Click & Collect* service means customers can conveniently purchase supplies online and then collect from store just five minutes later.
- Customers can contact the UK-based Screwfix call centre free 7 days a week (plus bank holidays) on 0500 41 41 41, or on the mobile-friendly 01935 414141.
- Screwfix stores are open 7 days a week – see screwfix.com for local opening hours
- 94 per cent of customers would recommend a friend to Screwfix.

PRESS information:

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