

HARBOR FREIGHT

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HARBOR FREIGHT TOOLS NAMED TO AMERICA'S CUSTOMER SERVICE CHAMPIONS LIST 2024 BY USA TODAY



(July 29, 2024; Calabasas, CA) Harbor Freight Tools has been named one of America's Customer Service Champions 2024 by USA Today and data analytics firm, Plant-A Insights Group.

America's Customer Service Champions 2024 recognizes industry leaders in customer service across 67 sectors, including service providers, brick-and-mortar retailers, and online stores. Harbor Freight received a five-star ranking.

The list highlights companies that excel in delivering the best customer experience based on a broad set of metrics.

Champions were chosen through a confidential online survey of more than 33,000 U.S. consumers who provided over 519,000 company reviews. They evaluated businesses according to the overall customer experience.

The list for USA Today's America's Customer Service Champions 2024 can be viewed [here](#).

About Harbor Freight Tools

Harbor Freight Tools is America's #1 tool store, offering quality tools and unbeatable value to over 75 million professional and DIY customers. The family-owned company started in Southern California in 1977, when Eric Smidt began bypassing middlemen, working directly with factories, and passing the savings on to customers. The first store opened in 1980, and the company has grown to over 1500 stores nationwide. With 2-3 new locations opening every week, Harbor Freight is one of America's fastest growing retailers.

Harbor Freight puts people first...its customers and its 28,000+ team members. The company was recently certified as a "Great Place to Work™" for the second year in a row. It has also been recognized by Forbes as one of the 20 best large companies to work for in retail for four years in a row, one of the nation's best employers for veterans and one of 20 best large companies for women to work for in retail.

— **Whatever you do, do it for less at Harbor Freight** —

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