



WEEKLY MERCHANDISING HOT SHEET

Department: D23 Flooring

Date: 1/31/12

MVP Priorities

Action Items/Priorities

Carpet

CARPET RESTRETCH & LIFETIME WARRANTY PROCESS

The carpet restretch programs are being replaced with new SKUs that have been designed to accommodate the minimum labor and furniture moving pricing. The existing two SKUs will be replaced with three new SKUs. Continue using your existing Carpet National SKUs to sell installations. The new programs are only designed to process carpet labor warranty repair work.

Note: MeasureComp has added a link to the store's main menu screen to help identify the correct SKU to use based on the customer's original purchase date.

Existing SKUs

307-834 LIMITED LIFETIME WARRANTY

860-873 CARPET WARRANTY PRIOR TO 9/1/11

New SKUs

689-554 CARPET RESTRETCH IN WARRANTY

131-360 CARPET RESTRETCH OUT OF WARRANTY

131-507 CARPET RESTRETCH EXT WARRANTY

- The existing restretch programs (307834 & 860873) will be eliminated as of 2/20/12.

New Warranty Process for Carpet Repair Work

Non-Lifetime Warranty Process	Restretch Within 1YR	Restretch After 1YR
Installations Sold <u>Prior</u> to 9/1/11	<ul style="list-style-type: none"> ➤ Sku: 689-554 ➤ Option #: 9868 restretch prior 9/1 - within 1yr ➤ Pricing: Zero Cost & Retail 	<ul style="list-style-type: none"> ➤ Sku: 131-360 ➤ Option #: 9869 restretch prior 9/1 – after 1yr ➤ Pricing: Cost & Retail Applies

Lifetime Warranty Process	Restretch Within 3YRS	Restretch After 3YRS
Installations Sold <u>After</u> 9/1/11	<ul style="list-style-type: none"> ➤ Sku: 689-554 ➤ Option #: 9870 restretch after 9/1 within 3yrs ➤ Pricing: Zero Cost & Retail 	<ul style="list-style-type: none"> ➤ Sku: 131-507 ➤ Option #: 9871 restretch after 9/1 – over 3yrs ➤ Pricing: Cost Applies & Zero Retail