



Communication - D23 Flooring Update

April 9, 2013

In-Stock Carpet Delivery Fee

Audience

DSDs, RSMs, DSMs, SMs, SASMs, D23 Associates, Special Services Desk Associates, COS Associates

Summary

Beginning 4/15/13, Home Depot will begin charging customers a fee of \$75 for installers to pick up and deliver purchased, in-stock carpet that they are having installed. This program will be active for ALL US Markets.

In addition, a new SKU will be activated when selling in-stock carpet to be used only for carpet sold off the roll bar in the store. Stores must use the new in-stock carpet installation SKU for these jobs where the customer is going to have the carpet picked up from the store. Stores must include the pick up fee on any in stock installation order up front to prevent order delays.

Why the Change?

Flooring service providers have in the past picked up in-stock installed carpet at no charge. With increased cost of fuel and time installers spend waiting at the store for the order, as well as traveling to multiple locations to pick-up full order quantities, we can no longer offer this service at no charge.

Additionally, we have seen a negative VOC impact for many of our in stock installations primarily due to delays due to stores not having adequate stock or installers showing up to the job sites late because of delays having the order ready at the store.

Alternate Options for Consumers

- If a customer would like have an in stock selection installed by THD, they may order the same in stock style via the S/O SKU at the same retail price. The product will be shipped directly to the installer warehouse with no pickup fee required. The customer will not be able to have their installation completed immediately in this scenario, but carpet should arrive to installer warehouse in 7 business days or less.
- If installation timing is of utmost importance, associate should educate the consumer on the 72-hour, 7 Day Quick and 7 Day Rapid Install programs. All these programs offer installation within 7 business days of order purchase.
- If customer still wishes to proceed with the in stock style and needs it installed in a short timeframe, below are additional delivery options available to get carpet delivered to their home:
 1. Customer can arrange to pickup with their vehicle
 2. Customer can rent a load-and-go for \$19
 3. Pay installer \$75 to pick it up and deliver it to their home
 4. Home Depot can arrange store truck delivery with a charge ranging from \$75 - \$125

Questions

If you have questions or issues, send an email detailing your issue to:

Vickie_Isham@homedepot.com or Michelle_Cox@homedepot.com