

# BMSM \$1500+ Free - Carpet Promo FAQs

1. What are the dates of the BMSM Carpet Install promo?  
*Promo runs from 1/30/14 to 3/26/14.*
2. Can any Carpet be eligible for the promo?  
*Yes, the promo is for all carpet (S/O, Instock & F&I)*
3. Is glue down, wool or commercial Carpet jobs eligible for the promo?  
*No*
4. If a customer has a residential job but is having commercial carpet installed with a pad, are those jobs eligible for the promo?  
*Yes*
5. What is the minimum purchase amount?  
*There is no minimum purchase it's by the room; just needs to include purchase of product, pad and install.*
6. I created the quote why isn't the barcode discounting the install?  
*Things to check:*
  - a. *Did you use the correct barcode? If spend amount is between \$500 and \$1499 use the \$47 discount barcode; and if \$1500 or more use the Free discount barcode.*
  - b. *Where is the barcode for spend amounts up to \$499? No barcode is needed there is no discount/promo; just use the regular EDLP option in the SPEC.*
  - c. *Was this job sent to the bid room? Promo discounts cannot be combined with bid room discounts.*
  - d. *Do you have product, install and pad on the order?*
7. Where can I find the barcodes for this promo?  
*Barcodes are located on My Apron, HDMS Website, on the communication Memo, in the actual order sent over from HDMS as part of the order.*
8. If a customer is buying commercial carpet to be installed in their residential home, does the promo apply?  
*Yes, any carpet applies, as long as installed with pad. Glue down and Wool install is priced differently and does not qualify.*
9. If a customer is installing carpet in 30 apartments, does the promo apply?  
*No, commercial jobs are not eligible for this promo.*
10. If I have a job that was quoted by the bid room can this promo still be applied?  
*No, bid room jobs should be for commercial jobs which are not eligible for this promo.*
11. If there is a credit promo going on at the same time can the customer get both promos?  
*Yes as long as all requirements are met for each promo.*
12. If I scan the barcode and it doesn't scan can I manually enter in the barcode number?  
*Yes*
13. Can the 90 Day Carpet Guarantee be applied to this promo?  
*No, any 90 Day Carpet is processed with the 90 Day Carpet Basic price – no promos or EDLPs can be applied.*
14. In a partial pay state, does the discount amount show on the first payment?  
*No – the discount only applies when the order is paid in full – But the first payment must have the coupon entered before any payment.*

*Field Communication memo with processing instructions can be found on:*

- *myApron -> My Success-> Training/PK – Associate Training*
- *HDMS Website*