

72 Hour Install Gift Card Program Change

Store Signage:

72 Hour

EVERYONE PROMISES SPEED,
but only **THE HOME DEPOT** guarantees it.

**CARPET INSTALLED IN
72 HOURS Guaranteed***

or we'll give you a
\$50 HOME DEPOT GIFT CARD*
*From time of order purchase



Payment Made by 2 PM on:	Carpet Installed by:
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

NOTE: If the time span includes a holiday, add 1 day.

Tracking Sheet:

[illegible]

72 Hour / 5 Day Carpet Installation Guarantee Program

- The 72 Hour/5 Day Carpet Install Guarantee program promises Customers installation within 72 Hours/5 Days of purchase (*depending on which program is active in your store*) or a \$50 Gift Card for missed expectations
 - The 72 Hours/5 Days is calculated from the time of purchase with the following conditions:
 - ✓ Must be sold before 2PM local time, No Holiday or weekend days
 - ✓ Applies only to install SKUs: 1001-869-024, 1004-869-030 & 1002-162-166 (72 Hour & 5 Day install programs)

Gift Card Issuance:

- Service Providers will now issue Gift Cards to customers that miss installation dates due to product or store issues (shipping dates, damaged product, store mis-order) as well as the current process for installer issues
 - Gift Cards should be issued at customer request only
 - Stores will contact Service Providers if the customer requests a gift card (they should not refer the customer)
 - Add a Note via Icon/IconX when gift card is issued
 - Submit the tracking spreadsheet to Hugo Moreno monthly (hugo_Moreno@homedepot.com)
 - THD will spot check and authorize credit monthly to reimburse Service Providers **for product or store issues only**

5 Day

EVERYONE PROMISES SPEED,
but only **THE HOME DEPOT** guarantees it.

**CARPET INSTALLED IN
5 DAYS Guaranteed***

or we'll give you a
\$50 HOME DEPOT GIFT CARD*



Payment Made by 2 PM on:	Carpet Installed by:
Monday	Monday
Tuesday	Tuesday
Wednesday	Wednesday
Thursday	Thursday
Friday	Friday

NOTE: If the time span includes a holiday, add 1 day.

72Hour Install Gift Card Program Change

Store Signage:



Store Communication

EVERYONE PROMISES SPEED,
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CARPET INSTALLED IN 72 HOURS Guaranteed*
or we'll give you a
\$50 HOME DEPOT GIFT CARD*

*From time of order purchase

Payment Made by 2 PM on:

Payment Made by 2 PM on:	Carpets Installed by:
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

*If the time span includes a holiday, add 1 day.

GET IT INSTALLED
72 HOUR
LIFETIME INSTALLATION WARRANTY

More saving. More doing.

72 Hour / 5 Day Carpet Installation Guarantee Program

- The 72 Hour/5 Day Carpet Install Guarantee program promises Customers installation within 72 Hours/5 Days of purchase (depending on which program is active in your store)
 - The 72 Hours/5 Days is calculated from the time of purchase with the following conditions:
 - ✓ Must be sold before 2PM local time
 - ✓ Holidays do not count
 - ✓ Count business days only, no weekend days
 - ✓ Applies only to install SKUs: 1001-869-024, 1004-869-030 & 1002-162-166 (72 Hour & 5 Day install programs)

Gift Card Changes:

- In order to simplify the process and create a better Customer experience, Service Providers **will now be issuing ALL Gift Cards** for customer orders that qualify for the 72 Hour / 5 Day Installation Guarantee
 - Previously Stores issued all non-installer related Gift Cards and Service Providers handled installer issues
 - Now Service Provider partners will ensure smooth customer service on missed shipping and other issues as part of their installation fulfillment process
- Action Required:
 - ✓ Contact your Service Provider to issue a Gift Card if a customer contacts you regarding the 72 Hour / 5 Day Installation Guarantee

72 Hour / 5 Day Carpet Install Guarantee Gift Cards will now ALL be issued by Service Provider to ensure Customer Satisfaction!!

