

72Hour Install Gift Card Program Change

Store Signage:

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.

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**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!!

