The Home Depot Flooring Services Standard Practices

The following is a list of flooring services standard practices as approved by The Home Depot Department 23 Merchandising and Store Operations leadership teams. This document will continue to be updated to cover current policies and procedures and the most current versions will be maintained on My Apron and the HDMS system. Store Associates are encouraged to provide feedback on recurring questions or issues through their Store management and field leadership teams to be included in future revisions.

1. **Mileage Charges**
   - Customers will only be charged a single Mileage Charge, even if multiple surfaces are being installed (e.g. carpet and ceramic).
   - Installers are expected to complete the job for a single Mileage Charge regardless of the number of crews or number of days required.
     - The Store is required to take a markdown to pay a Mileage Charge to the second Installer in situations where two different installation companies are required to complete the work.

2. **Plumbing**
   For an installation requiring the removal and replacement (R&R) of a toilet:
   - If the plumbing option is included in the flooring spec, HDMS will use the R&R line option. If the plumbing option is not included in the flooring spec, the separate plumbing install SKU will be used if available in the market.
     - If the separate plumbing SKU is not available, the Customer is responsible for the R&R of the toilet.

3. **Minimum Labor**
   - Retail labor minimums are calculated from the total cost of all the lines on the install, including basic, options, and custom.

4. **Pick Up Charges**
   - If there is no Installer pick-up and delivery option built into a flooring spec, Installers do NOT perform that service.
   - Installers are only paid for the service if there is a retail price on the spec line.
   - If delivery is NOT available on the spec, Customers can pick up the product at the Store or use The Home Depot’s third party delivery service.

5. **Binding**
   - Carpet Binding program is designed for area rugs only.
     - The carpet binding provider will deliver the completed area rug to the Store and Customer is responsible for pick up or may chose The Home Depot’s third party delivery service.
     - Do NOT use the binding SKU for binding services performed with carpet installations.
• Binding services for steps, hallways, etc., sold with carpet installations are to be entered under customer labor or applicable binding options (see below)
  o 8835 Binding 3/4”
  o 0061 Binding 1-1/4” (add to basic)
  o 9238 Serging

6. Net Rip Up and Haul Away
• HDMS will calculate all remove and haul away options based on the actual room size. Calculations will NOT be based on the amount of product needed for the installation.

7. Installation Charges – Combined F&I / Special Order
• Customers choosing both a Furnish and Install (F&I) and Special Order carpet will be charged two separate installation charges.

8. Measure Scheduling
If a Customer has specific time constraints for scheduling their flooring measure, Store Associates will:
• Schedule the Customer for one of the Store’s allotted measure periods and provide the Customer with the following information:
  o The Customer will be called between 7:00 and 9:00 AM on the date of the measure and given a two hour window for the measure to be completed.
• If the Customer has more restrictive constraints and a specific time is required, contact the HDMS market manager for coordination.
  o Add the scheduling notes to the “Comments – For Measure Tech” section of the measure appointment.

9. HDMS Call Frequency
HDMS will call the Customer according to the following approved frequencies: First Contact after Measure
• The Customer will be called the next business day unless further information is needed from the Installer to resolve questions on the measure. When Installer follow up is required and the Installer has not yet responded within a reasonable time during the next business day, the Customer will be notified of the quote pending status and a note will be added to the system.

Customer Response Next Call
• No Answer
  o If first attempt, Customer will be called same day in the evening.
  o If second attempt or later, Customer will be called following day in the opposite time slot.
• Left Message
  o If first day, Customer will be called again next business day.
  o If second day or later, Customer will be called two business days/later
• Reached Customer
  o If reached, Customer will be called again three business days later, unless customer specifies otherwise.
**Additional Contact Rules**

- If Customer has provided an email address, they will be offered an opportunity to have an email of the quote sent to them and have the ability to make their purchase through the Internet.
- HDMS will generate additional quotes if the Customer requests modifications. HDMS will continue to contact the Customer until:
  - Job is sold
  - Job is lost
  - Two weeks have passed after the measure without continued Customer contact
  - Store requests quote to be released