

# Sears Warranty and Satisfaction Guarantee

Deciding on a home improvement can be one of the best investments to make in your home. It offers the highest return on your investment and can dramatically increase the resale of your home. Financing a professional installation through Sears Home Services offers great benefits like:

- Low monthly payments
- Flexible payment options
- Instant credit
- 100% financing available\*

Sears Home Services also backs all of its work through Trusted Warranties. At Sears Home Services, we know how stressful a home improvement can be. We'll relieve you of the worry with our Satisfaction Guarantee. This includes:

- Written product limited warranty
- Written labor limited warranty
- Public liability protection
- Worker's compensation protection
- Property damage insurance

Have a question about your coverage? No problem, we've got the answers. Just give us a call at **1-800-495-2705 (tel:+1-800-495-2705)** or **email your question (mailto:ApptServices@searshomepro.com)**.

## Satisfaction Guarantee

We want you completely satisfied with your purchase of home improvement products and services. If for any reason you are not satisfied, please let us know. Call **1-800-495-2705 (tel:+1-800-495-2705)** or email your request to **ApptServices@searshomepro.com (mailto:ApptServices@searshomepro.com)**. Upon receiving your request, our customer service team will act promptly to achieve your satisfaction subject to the Limited Warranty on Installation described in your contract and our cancellation and Returns Policy for Sears Home Services described below. Your satisfaction is important to Sears.

## Cancellation and Returns Policy For Sears Home Services

### Custom Orders

Custom-made orders include, but are not limited to, cabinetry, custom window's entry doors and countertops. Custom-made orders may not be returned for credit or refund. If upon delivery or installation of any custom-made order a manufacturing error is discovered and confirmed by Sears' inspection, Sears will correct, repair or replace the merchandise in question.

### Special Orders

Any merchandise ordered from a vendor catalog or website that Sears does not carry in its everyday stocked inventory is called a special order. Returns and cancellations of uninstalled special orders are subject to a restocking fee equal to 30% of the purchase price, plus applicable freight charges. However, the 30% restocking fee will not be charged on special order returns and cancellations if your merchandise:

- Does not match your order specification
  - Has a defect in manufacturing
  - Is damaged in shipment
  - Order was canceled in accordance with the Notice to Buyer section of your contract before the described deadline.
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