



CUSTOMER PRE-APPROVAL AGREEMENT FOR POWER EQUIPMENT REPAIR

Form instructions: 1. Fill out form completely.

2. Make four copies of completed form. One for the Customer to retain, one for Special Services file, one for RTV file in Receiving and one for the third party service provider.

STORE #	STORE NAME:	CUSTOMER AGREEMENT NUMBER:
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Shaded areas to be filled in by Home Depot Associates

CUSTOMER NAME: *(Please Print)* _____

CUSTOMER ADDRESS: _____

PRIMARY CONTACT PHONE #: _____

SECONDARY CONTACT PHONE #: _____

CUSTOMER E-MAIL ADDRESS: *(Optional)* _____

(this information will be kept confidential and would only be shared with the 3rd party provider, neither THD nor the 3rd party provider will distributed or sell this information)

SKU: _____

DEPARTMENT: _____

MANUFACTURER: _____

MODEL & SERIAL #: _____

PURCHASE DATE: _____

Describe The Problem: _____

Initial Assessment of Problem

Does the unit start? YES NO

Does the unit sputter or stop running? YES NO

Does the unit smoke, at start up or all the time YES NO

Does engine die-out after running for a period of time? YES NO

Was the oil, spark plug, and air filter changed within the last 12 months? YES NO

Was an Extended Service Plan (ESP) purchased with this unit? YES NO

Was the unit purchased within the last two years? YES NO

Was this unit used in a commercial setting? YES NO

Are all the accessories present with the unit? YES NO

Is the unit free of obvious damage? YES NO

Unit Condition GOOD POOR

Has the warranty registration been filed ? YES NO

I hereby authorize The Home Depot to send my merchandise to a third party, Factory Authorized Repair Center, for repair and I authorize and agree to pay for merchandise repairs up to:

\$80 mowers/Trimmers / Blowers
\$100 Other Gas / Electric Powered Equipment

I understand that there is a **\$35** non-refundable diagnostic fee for all gas / electric powered equipment types, which will be applied to the required repair. My signature on this form makes me 100% responsible for any fees unless the merchandise is covered under a manufacturer's warranty.

If the estimated repair amount exceeds \$80 (mowers/Trimmers/Blowers) or \$100 (Other gas/electric powered units), no repairs will be made without my additional authorization. I will be contacted by The Home Depot or their thirds party service provider, and if I do not authorize additional repairs, I will be required to pay the \$35 diagnostic fee and pick up my merchandise. If the repair is less than \$80 (Trimmers/Blowers) or \$100 (Other gas / electric powered units), I will be charged for the cost of the repair. I understand that I will be responsible for all non-warranty repair costs.

NOTE: 1. The Home Depot reserves the right to discard merchandise and The Home Depot shall not be responsible for merchandise not picked up after 60 days from the date of notification.

note 2. The third party service provider provides up to 90 days warranty for workmanship on all non-factory authorized repairs on equipment that is used in a non-commercial application.

CUSTOMER SIGNATURE: _____

DATE: _____

ASSOCIATE SIGNATURE: _____

DATE: _____