



Satisfaction Guaranteed

Sears' goal is that you are completely satisfied with your purchase of home improvement products and services. If for any reason you are not satisfied, please let us know by:

- **Calling Sears Home Improvement Products at 1-800-222-5030, Option 4**
- **Emailing a request to QualityCentral@SearsHomePro.com**
- **Completing and submitting a customer service request form on our website www.SearsHomePro.com/QualityCentral**

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 Improvement Products described below. Your satisfaction is important to Sears.

Cancellation and Returns Policy

for Sears Home Improvement Products

Custom-made Orders. Merchandise orders that have been manufactured to custom measurements decided by the customer are called Custom-made Orders. Custom-made Orders include, but are not limited to, cabinetry, custom windows, 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 vendor catalogs or websites 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 thirty percent (30%) of the purchase price, plus applicable freight charges. However, the thirty percent restocking fee will not be charged on Special Order returns and cancellations if your merchandise:

- does not match your order specifications
- has a defect in manufacturing
- is damaged in shipment
- order was cancelled in accordance with the Notice to Buyer section of your contract before the described deadline.

Installed or Built-In Merchandise. Due to significant additional costs associated with installed or built-in merchandise, no returns or exchanges of installed or built-in merchandise are allowed (See Limited Warranty on Installation). However, in certain circumstances and solely at Sears' discretion, Sears may allow installed or built-in merchandise to be exchanged or returned if the customer pays all installation and de-installation charges plus the applicable restocking fee and freight charges.

Sears' Limited Warranty on Installation

In addition to any manufacturer warranty extended to you on the product(s) used (which warranty becomes effective on the date the merchandise is installed), if the workmanship (or application) of any Sears' arranged installation proves faulty within one year*** after the products are installed, then upon notice from you Sears will cause such faults to be corrected by repair at no additional cost to you. If Sears determines that repair is not commercially practicable or cannot be timely made, then, at Sears' sole discretion, Sears may elect to provide replacement or refund. **Service under this Limited Warranty is available by calling Sears Home Improvement Products at 1-800-222-5030, Option 4 or other method as mentioned above.** This warranty gives you specific legal rights, and you may also have other rights that vary from State to State.

*** PLEASE NOTE: The limited warranty on installation for many Sears Home Improvement Products purchases exceeds one year. Please see your contract for the precise length of Sears Limited Warranty on Installation.