

The Home Depot Carrier Requirements

**Excerpt from NXT Home Delivery Scope of Work Contract – Schedule B*

SCHEDULE B

THE HOME DEPOT STANDARDS FOR VEHICLES AND DELIVERY TEAMS

In an effort to bring more uniformity to The Home Depot delivery services and to provide the most professional delivery service possible, The Home Depot has established the below standards that must be followed:

Motor Vehicle Standards

- a. Deliveries must be made using 26-foot commercial box trucks in providing delivery Services to The Home Depot Customers, unless truck size or special trucks are otherwise mutually agreed upon.
- b. A uniform fleet must be maintained. All box trucks must be white in color and free of any logos, advertisements, or other written words with the exception of Provider's or its Contract Carrier's information and/or logo. All other exceptions must be cleared with THD prior to dispatch.
- c. Short-term rental trucks can have the leasing company's logos but must be cleared with THD prior to dispatch. During non-peak, a short-term rental should be limited to four weeks. During peak, a short-term rental should be limited to eight weeks.
- d. All box trucks must have a fully operational lift-gate with a minimum of 2,500-pound capacity.
- e. All box trucks must be in good order and repair, with no visible damage such as broken fenders, lights, bent bumpers, etc.
- f. All box trucks must be free of leaks that could result in damaging of The Home Depot Customers' property.
- g. All box trucks must be clean inside and out.
- h. All trucks used to service THD Customers must be no more than 7 years old. All exceptions must be cleared with THD prior to dispatch.

Delivery Team Standards

The following Delivery Team Standards shall apply:

- a. All Delivery Team Members must have satisfactory background checks per The Home Depot requirements as stated in the Agreement.
- b. All Delivery Team Members possess all required identification that must be visibly worn at all times during performance of Services.
- c. Provider shall take reasonable steps to periodically audit its Contract Carriers for compliance with the requirements of "a" and "b" above and take such other steps as are reasonably necessary to bring about compliance with the Contract Carriers.
- d. All Delivery Team Members maintain the highest standards of professionalism in the performance of Services. No action shall be taken that could adversely impact the public image, good will, or reputation of The Home Depot.
All Delivery Team Members shall have the appropriate tools and equipment to provides delivery services.
- e. All Delivery Team Members shall carry additional parts and accessories to complete deliveries (hoses, cords, etc.).
- f. No Delivery Team Members shall engage in any unlawful or improper conduct while at a The Home Depot store or facility, Provider location, or any Customer delivery location.
- g. Equipment will not be refueled at any THD facility.

Delivery Team Personal Standards

Delivery Team Members shall comply with the following:

- a. Be approved by a qualified background check service provider per the terms of the Agreement and badged prior to making Home Depot deliveries.
- b. Maintain professional appearance at all times.
- c. No clothing or hats affiliated with any THD competitor including but not limited to Sears, Amazon, Lowe's, or Best Buy.
- d. Visibly wear a photo ID issued by approved background check company on them at all times while making deliveries for Home Depot.
- e. Wear foot protection ("booties", provided by carrier) inside a Customer's home, if carpeted. Booties are not required for non-carpeted surfaces.
- f. Use protective equipment (blankets and door-jamb protectors) while performing a delivery.
- g. No firearms allowed in the home or during Services.
- h. Not use the Customer's phone or restroom.
- i. Not use profane and/or abusive language.
- j. Not engage in suggestive behavior or any form of harassment, including, but not limited to, sexual harassment.
- k. At least one Delivery Team member must be fluent in English in each truck.
- l. Not contact the Customer outside of delivery related Services.
- m. Not take pictures and/or video recording of Customer's home for personal use, including but not limited to uploading to social media.
- n. Pictures of Customers' homes, phone numbers, and any other personal identification shall not be socialized.

Appliance Delivery & Installation Requirement

The following requirements shall apply with regard to Appliance Delivery and Installation:

- a. If installation was not performed, Provider will offer installation up to 30 days from the original delivery date.
- b. Provider must provide a warranty of the original installation for a period of 12 months.
- c. For the installation of appliances, only new parts/accessories can be used. If the Customer did not purchase at the time of sale, Provider may install a new part from their inventory.
- d. Any part that is supplied by the Provider must be from a parts vendor designated by The Home Depot and URL certified that meets or exceeds the manufacturer specifications.
- e. Unless otherwise agreed upon, Delivery Team Members shall not perform electrical, plumbing, and/or carpentry work.
- f. All electrical outlets, water/gas shut-off valves must meet local, state, and federal guidelines, and be in good working order prior to installation.
- g. Delivery Team Members shall tender a copy of POD to The Home Depot Customer upon each delivery.
- h. Customers shall not be allowed to assist in the deliveries.
- i. Customer (18 years old or older) must be present for the delivery.
- j. All permits required by federal, state, county, and municipal agencies must be obtained before starting any job for THD.
- k. All inspections required by federal, state, county, and municipal agencies must be conducted.
- l. All installations will be completed by properly certified teams in accordance with federal, state, county, and municipal agencies.
- m. Below are the general expectations for installation of appliances for The Home Depot, which must be generally installed according to manufacturer's installation instructions:

A. Washer	<ul style="list-style-type: none">• Plug in unit.• Connect hot and cold intake hose.• Connect drain hose.• Install pedestals/stacking kits as required.
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	<ul style="list-style-type: none"> • Level unit • Test unit <p>Remove packing material from home Haul away old unit (per Customer's request)</p>
B. Dryer	<ul style="list-style-type: none"> • Connect plug. • Connect gas line (natural gas ONLY and if allowed by code) • If not installing, remove gas appliance from box and set in place. <ul style="list-style-type: none"> a) Remove old gas unit only if disconnected. • Connect approved vent hose. • Install pedestals/stacking kits (as required) • Test unit • Level unit • Door reversal • Remove packing material from home. • Haul away old unit (per Customer's request)
C. Range	<ul style="list-style-type: none"> • Connect plug • Connect gas line (natural gas ONLY and if allowed by code) <ul style="list-style-type: none"> a) If not installing, remove gas appliance from box and set in place. • Remove old gas unit only if disconnected. • Install anti-tip device (mandatory) • Level unit • Test unit • Remove packing material from home • Haul away old unit (per Customer's request)
D. Refrigerator	<ul style="list-style-type: none"> • Plug in unit. • Remove doors and/or door handles if unit will not fit through doorway(s) • Install Ice Maker (as required) • Hook up water line provided an operational shut-off valve is within reach of the unit. • Test connection • Test unit • Remove packing material from home. • Haul away old unit (per Customer's request)
E. Dishwasher	<ul style="list-style-type: none"> • Connect wiring (as permitted by local codes) • Install drain hoses. • Level unit • Test unit • Remove old packing material from home. • Haul away old unit (per Customer's request) • Wheel removal/height adjustment (if needed)
F. Over the Range (OTR) Microwave	<ul style="list-style-type: none"> • Properly install according to manufacture guidelines • Properly vent according to manufacture guidelines • Plug-in unit (into existing 110 power outlet, no hard wiring) • Level unit • Test unit • Remove packing material from the home. • Haul away old unit (per Customer's request)
G. Plumber Required	<ul style="list-style-type: none"> • Corroded shut off valves. • Hardwiring • Drain/Hose extensions
H. Non-Appliance Product	<ul style="list-style-type: none"> • See Schedule F