2026

Fence Installation Made Simple

A trusted partnership delivering friendly, affordable, high-quality outdoor living for THD's customers.

2018	$150M+	~250	30	42,000+
Started	booked rev.	staff	states	fences built

1) How do I start a lead?

In Service Connect, choose **Fencing**, enter the customer's info, and add any notes or questions they mentioned. That's it — submit the lead and we'll take it from there.

A quick note on what we **don't** offer: trellis, bamboo, composite wood, or glass fences. We also don't do labor-only jobs, tree removal, electrical work, anything indoors, railings, concrete walls, or brickwork.

If the customer asks something you're not sure about, no worries — just add it to the comments and we'll answer it on our first contact with them.

2) What happens after I submit?

The customer receives a welcome text right away, and from there they can engage with videos, pictures, or anything else they need. We're available 7 days a week, 8am–8pm.

More than 85% of customers choose our **live video estimate** — and they love it. It gives them an instant, fully itemized quote, plus our unique measurement price guarantee. That's how confident we are in the satellite measurements we take during their video consultation.

3) How fast is the installation?

It depends on the season and location, but installation typically happens about 10 days to 6 weeks after the customer approves the quote, pays, and signs. We'll confirm timing with the customer during the estimate and share the expected turnaround live. When in doubt, always point them back to Ergeon — we'll give them the latest timing directly.

4) What fence types do you install?

Common options include **wood, vinyl, chain-link, and metal.** Styles can vary by location, and custom items may be limited by what's available from local suppliers.



5) Who handles materials sourcing and delivery?

Ergeon takes care of all of it. Our crew can pick up materials at the store or arrange delivery to the customer's home — the customer never needs to put together a materials list.

For projects outside our usual range, any travel distance fee will be shown clearly on the quote.

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6) Are the installers local?

Yes! Our crews are licensed, background-checked, Home Depot–badged, and certified to complete your customer's project.



7) What's the minimum project size?

Minimums range from **$1,000–$2,000**, depending on material and location. For smaller jobs, we'll show a small-project overhead fee so the customer can decide how to move forward: proceed as-is, bundle sections (like adding a gate or a neighbor's section), or expand the scope to meet the minimum.

8) Do you honor THD discounts and financing?

Yes. Customers have access to available Home Depot discounts and 14+ Home Depot financing options. Payments and forms flow through THD systems, just like an in-store purchase.

A couple of things to keep in mind:

We don't offer discounts outside the HD/SF&I Program — so no Military, Employee, or US Mail campaign discounts.

Discounts and financing promos are only good for the period Home Depot sets, even if the quote itself is still valid.

9) What about permits, HOA, and 811?

We've got it covered. We support permits, HOA paperwork, and the 811 dig process whenever they're required. The one exception: property surveys.



10) What if the customer can't do a video estimate?

The live video estimate (LVE) is the best option — it's immediate, and customers usually enjoy helping build their own quote. But if it's not possible, we can send someone out for an on-site assessment (this adds about a week, depending on the season). Either way, we'll review the scope and share a fully itemized quote.

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11) Is there a service radius?

No hard radius — go ahead and send the lead. If the distance is significant, we'll let the customer know about any travel fee during quoting.



12) What's the warranty?

1-year craftsmanship warranty on all installs
7-year warranty on wood or metal posts
5-year warranty on chain-link materials
90 days gate adjustment
30 day hardware adjustment
Limited lifetime (25-year) manufacturer warranty on vinyl and aluminum
Full details are always shown on the quote.

13) How does Ergeon support our store?

We're here for you with:
A dedicated THD support email: **hdsupport@ergeon.com** with a 2-hour response time, please check the next section and reference to the number that best suits your needs.
Ongoing resources like banners, trifolds, Product Knowledge sessions, and Store Self Lead Training coordination, are also available in those lines.

Check our Learning Center Platform

Email us to have a virtual PK!
hdsupport@ergeon.com

Store connectivity, support & product knowledge



Customer Support 1-888-894-3752

Store Support 1-408-412-3715