

Ecosmart Warranty Process



In-Store Lifetime Warranty Process

As an exclusive Home Depot private label brand, we are committed to supporting the Ecosmart light bulb warranty policy with an in-store replacement.

Please ensure that your team is supporting the Ecosmart warranty fulfillment process and replacing Ecosmart bulbs via the following process:

- 1) Customer brings an Ecosmart light bulb into the store
- 2) Associate finds a comparable replacement Ecosmart light bulb in-stock and offers an **immediate replacement free of charge**
- 3) Associate creates an RTV for the current supplier

NOTE: All Ecosmart light bulbs should be replaced in-store with a comparable Ecosmart product. Please **do not** direct customers to call Customer Care for replacements under warranty. If your store does not have a comparable replacement in-stock, please offer the customer a gift card for store credit.