



PROPURCHASE™ CARD FAQs

Can I buy anything sold in-store or on homedepot.com with my ProPurchase card?

- Any SKU sold online or in The Home Depot stores can be purchased with your ProPurchase card, but the card cannot be used to purchase The Home Depot gift cards
- Tool and truck rentals may be reserved online (available in select stores), and you may use your ProPurchase card for payment on the rental(s) in-store
- You don't need to use your ProPurchase card on supplyworks.com, wilmar.com, ebarnett.com or other legacy Home Depot Pro websites. To shop these sites, continue to log in using your email address and associated password, then use the approved payment methods for your account

What price will I pay when shopping in stores or online?

- When using the ProPurchase card in The Home Depot stores or on homedepot.com, everyday retail pricing will be applied to purchases

Can I take advantage of coupons and promotions available in stores or online with my ProPurchase card?

- Any coupons or promotions that are valid for use at The Home Depot stores or online at homedepot.com may be applied to purchases using your ProPurchase card as payment

Can I sign up for ProPurchase if I don't have a line of credit?

- An open line of credit is required from The Home Depot Pro to receive a ProPurchase card. Work with your account representative to apply for a line of credit
- Once your line of credit is created, you can easily sign up for ProPurchase using the online form at HomeDepotPro.com or the PDF worksheet (provided by your account representative)

What are my payment terms?

- When using the ProPurchase card for in-store or online purchases, The Home Depot Pro credit account payment terms apply for all purchases. For questions about your payment terms, contact the ProPurchase Customer Service team at (800) 401-7299

How can I add a PO/job name to my order?

In-store purchases: During checkout, notify the associate that you have a PO or Job Code, and they will enter it into your order

- Online purchases: During checkout, select "Have a PO/Job Code for this order?" under Payment section to add optional project details

How can I track my online order?

- Order updates are provided to the email address on your homedepot.com account or to the email address provided during checkout
- Additionally, you may enter an order number on the [Track Your Order](#) page on homedepot.com to get status updates

Payment

PayPal

Credit Card

Enter credit card number

Expiration

Month | Year

CVV (on back)

Apply a Gift Card | **Have a PO/Job Code for this order?**

Billing Address

Address Line 1

Address Line 2 (Optional)

Apartment, suite, building, etc.

ZIP Code

Enter ZIP Code to see city and state.

Will I receive an eReceipt with purchases made on homedepot.com?

- For ProPurchase orders made online at homedepot.com:
 - A receipt will **NOT** be emailed to the eReceipts address on your ProPurchase account (unless that address was provided at checkout)
 - A receipt and order details will be sent to the email address provided at checkout
- With each purchase made in The Home Depot stores:
 - You will receive an automated eReceipt detailing items, pricing and totals. eReceipts are sent to the designated email address provided at the time your ProPurchase card is activated
 - A unique eReceipt email address can be provided for each card on the account, or one email address can be provided for all eReceipts on the account

What if my online purchase is declined?

- First, troubleshoot to confirm all payment information, including card number, expiration date, security code and zip code on the account, was entered correctly
- If the card is still declined, contact the ProPurchase Customer Service team at (800) 401-7299 for support

What if I need to return an item purchased?

- Online Purchases:
 - Purchases made online at homedepot.com may be returned in-store by following the [online return policy](#) or by calling Pro Customer Support at 1-800-525-5000
 - Please have your homedepot.com order number and/or your email address available to process your request
- In-Store Purchases:
 - Purchases made in-store must be returned to a Home Depot store location
 - Your receipt or the ProPurchase card used to make the purchase will be required to issue a refund
- Refunds will be credited to your account with The Home Depot Pro within one banking day

What if I haven't received my order and need to cancel it?

- Call Pro Customer Support at 1-800-525-5000. If your order has not yet been processed, it can be cancelled. If the order is already processed, you may return the item on delivery via the standard online return policy

How do I receive tax exemption with my ProPurchase card orders?

- If you are tax-exempt, you must register for a Home Depot tax exemption ID before purchasing online or in-store. Register at: <https://hdapps.homedepot.com/TaxRegistration/registration>
- For in-store orders:
 - Present your tax-exempt ID# with each in-store transaction
 - Cashier can also look up tax-exempt number by phone number
- For online orders:
 - At online checkout, select "Apply Tax Exempt ID" on the right side of the screen and complete the requested information

HELPFUL TIP: Consider using the Nickname space on the card for your tax-exempt ID number.

The screenshot shows a checkout summary with the following items:

| | |
|--|--------------------------------------|
| Subtotal | \$88.00 |
| Shipping | FREE |
| Estimated Sales Tax* (Calculated based on address) | --- |
| Apply Tax Exempt ID | |
| Business Name (Optional) | <input type="text"/> |
| Tax Exempt ID | <input type="text"/> |
| | <input type="button" value="Apply"/> |
| Need a Home Depot Tax ID number? Register Now | |
| Total | \$88 ⁰⁰ |
| Have a promo code? | |
| Need help? Call us at 1-800-466-3337, 6 a.m. - 2 a.m. ET For assistance with custom blinds, call 1-800-658-7320 | |

Who do I contact with additional questions?

- For questions related to order status, change requests or returns for purchases made online at homedepot.com using your ProPurchase card, please contact Pro Customer Support at 1-800-525-5000
- For questions related to your ProPurchase credit line, invoicing or adding/removing cards on your account, call or email the ProPurchase Customer Service team at (800) 401-7299, ProPurchase@homedepot.com
 - Hours are Monday-Friday 7am – 8pm EST, Saturday 8am – 5pm EST
- A detailed list of additional frequently asked questions (FAQs) related to purchases made online and in-store are available on homedepot.com at <https://www.homedepot.com/c/FAQ>