

2026



Fence Installation Made Simple

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

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

1) How do I start a lead?

In MIC/"Leads," choose Fencing, enter the customer's info, and add any notes or questions. Submit it and we'll take it from there.

We handle most fencing projects. A few things fall outside our scope: trellis, bamboo, composite wood, and glass fences, plus labor-only jobs, tree removal, electrical work, indoor work, railings, concrete walls, and brickwork.

Not sure about something a customer asks? Drop it in the comments and we'll cover it on first contact.

2) What happens after I submit?

Customers get a welcome SMS right away and can engage with videos, pictures, or whatever they need. We're available 7 days a week, 8am–8pm.

Over 85% choose our live video estimate, and they love it. It delivers an instant, fully itemized quote plus our measurement price guarantee, backed by the satellite measurements we take during the video consultation.

3) How fast is the installation?

Timing depends on season and location, but installation typically happens 10 days to 6 weeks after the customer approves, pays, and signs. We'll confirm the expected turnaround live during the estimate. When in doubt, point them back to Ergeon for the latest timing.

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.

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6) Are the installers local?

Yes! Our crews are licensed, background-checked, Lowe's-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 Lowes discounts and financing?

Yes. Customers have access to available Lowe's discounts and **Lowe's financing options**.

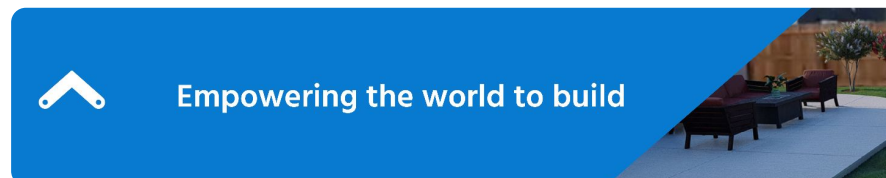
A couple of things to keep in mind:

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

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

9) What about permits, HOA, and 811?

We support permits and the 811 dig process whenever they're required. The one exception: property surveys and HOA approvals are responsibility of the customer.



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

The live video estimate (LVE) is our best option: it's immediate, and customers love helping build their own quote. Prefer an in-person visit? We're happy to so our best to send someone out for an on-site assessment (just add 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?

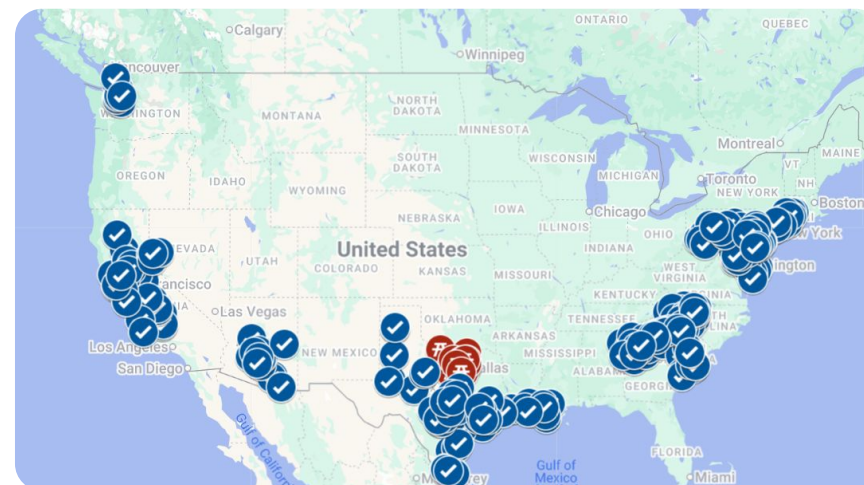
1-year craftsmanship warranty on all installs
7-year warranty on wood, or metal posts
5-year warranty on chain-link materials
90 days gate adjustment
30 day hardware adjustment
Limited lifetime (25-year) manufacturer warranty on vinyl and aluminum
Full details are always shown on the quote.

13) How does Ergeon support our store?

A dedicated Lowe's support email, lowes.support@ergeon.com, with a 2-hour response time. Check the next section and reference the number that best suits your needs.

Ongoing resources, including trifold, Product Knowledge sessions, and Store Self Lead Training coordination, are also available through those lines.

Trifolds and brochures, will be delivered to boost our **in-store presence**



Need more materials?

Send us an email to: lowes.support@ergeon.com

Store connectivity, support & product **knowledge**



lowes.support@ergeon.com

Store Support (408)-412-3715

Product Training (650)-223-5482

Customer Support 1-888-894-3752