SOFTWARE & TECH

Sears Customer Solutions Phone Number

PUBLISHED
November 25, 2026

REFERENCE
#1795583811943595

Connecting with Sears: Your Guide to Customer Support

Sears has been a household name in America for over a century, providing appliances, tools, lawn and garden equipment, and home services to millions of customers. From the iconic Kenmore refrigerators to Craftsman tool sets and DieHard batteries, the brand has long been synonymous with reliability and value. However, even the best products sometimes need service, orders can become delayed, and warranties require clarification. When you need prompt, professional assistance, knowing the most direct way to reach a representative is essential. That is where the **Sears Customer Solutions Phone Number**becomes your most valuable resource. This article provides a comprehensive guide to contacting Sears, what to expect when you call, and how to resolve common issues efficiently.

What Is Sears Customer Solutions?

Sears Customer Solutions is the dedicated support team that handles a wide range of inquiries, including product purchases, service appointments, protection agreements, billing questions, and returns. This department acts as the central hub for customers seeking help with their orders, repair needs, or general account concerns. Unlike automated systems, the phone service connects you with trained representatives who can access your account, check order status, schedule in-home repairs for appliances, and process warranty claims. Whether you recently bought a new washing machine or need assistance with a decades-old Kenmore range, the **Sears Customer Solutions Phone Number** is your direct line to getting answers.

How to Reach Sears Customer Solutions by Phone

For the fastest and most personal assistance, calling is often the best option. The primary contact number for customer support is **1-800-4-MY-HOME® (1-800-469-4663)**. This number routes you to representatives who can help with virtually any Sears-related issue, from ordering parts to scheduling service. Be prepared with your account information, order number, or product model serial number to speed up the process. The phone lines are typically open seven days a week, with extended hours during peak seasons. To avoid long hold times, consider calling early in the morning on weekdays.

Available Hours for Phone Support

Monday – Friday: 7:00 AM to 11:00 PM ET
Saturday – Sunday: 8:00 AM to 8:00 PM ET
Holiday hours may vary; check the official website for updates

For customers who prefer not to call, Sears also offers online chat, email support, and a robust self-service portal on their website. However, when a problem requires immediate attention or complex issues, speaking to a representative remains the most effective method.

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Alternative Contact Methods

While the phone number is the most direct route, Sears provides multiple channels to suit different preferences. Knowing these alternatives can save you time if you are unable to place a call.

Sears Website and MySears Account

You can manage many aspects of your account online at www.sears.com. After logging into your MySears account, you can track orders, view warranty details, schedule repairs, and initiate returns. The website also features a comprehensive FAQ section that addresses common questions about delivery, returns, and product care. For less urgent matters, using the website may be faster than calling the **Sears Customer Solutions Phone Number**.

Live Chat Support

Available during business hours, the live chat option on the Sears website lets you type your questions to a support agent in real time. This is ideal for simple queries like checking an order status or getting a return label. The chat agent can often transfer you to a phone representative if the issue becomes more complex.

Social Media

Sears maintains customer service accounts on Twitter (@SearsCares) and Facebook. Sending a direct message with your details can yield a response within hours. Social media is particularly useful if you have had difficulty reaching a representative by phone and want to escalate your case. However, for sensitive account information, phone or secure chat is safer.

Sears App

The Sears mobile app provides another channel for support. You can access your account, schedule service appointments, and even start a chat from your phone. The app also sends push notifications about order updates and service appointments.

Common Issues Resolved by Calling the Sears Customer Solutions Phone Number

Understanding the types of problems the customer solutions team handles can help you prepare before you dial. Here are the most frequent reasons customers reach out:

Appliance Repair and Service Scheduling

One of the primary functions of Sears Customer Solutions is coordinating in-home repairs for major appliances like refrigerators, ovens, dishwashers, washers, and dryers. If your Kenmore Elite refrigerator stops cooling or your Craftsman lawn mower won't start, calling the **Sears Customer Solutions Phone Number**can arrange for a technician to visit your home. Be ready to describe the issue, provide the model number, and have your protection agreement details handy if you purchased one.

Order Status and Delivery Inquiries

After placing an order online or in-store, you may need to check its progress, especially for large items like appliances or furniture. The phone support team can provide real-time updates, change delivery dates, or address missing items. If your order is delayed, representatives can often offer compensation or expedite shipping.

Returns and Exchanges

Sears has a return policy that varies by product category. For defective items or incorrectly shipped merchandise, a phone call is the fastest way to initiate a return or exchange. The representative will issue a return authorization number and provide a prepaid shipping label if applicable. For large appliances, they can schedule a pickup.

Warranty and Protection Agreement Claims

Many Sears products come with manufacturer's warranties, and Sears sells extended protection agreements (often called MAST or Master Protection Agreements). If you need to file a claim for a covered repair, calling the **Sears Customer Solutions Phone Number**is essential. The agent will verify your coverage, explain what is included, and dispatch a service technician. For Kenmore, Craftsman, and DieHard products, Sears often manages the entire warranty process.

Billing and Payment Issues

If you have a Sears credit card or need to dispute a charge, the customer solutions team can help. They can also set up payment plans, explain financing options, and correct billing errors. Have your card or account number ready when you call.

Tips for a Smooth Customer Service Call

To make your experience as efficient as possible, follow these best practices when you dial the **Sears Customer Solutions Phone Number**:

1. Prepare your information: Write down your order number, product model and serial numbers, account details, and any relevant dates. This helps the representative find your records quickly.
2. Call during less busy times: Mid-morning on weekdays (after 9 AM but before noon) generally sees shorter hold times. Avoid calling on Mondays or immediately after major holidays.
3. Have a clear description of the issue: Whether it's a washer that won't spin or a missing part from a delivery, explain the problem clearly and concisely. The more detail you provide, the faster the resolution.
4. Be patient and polite: Customer service agents handle many calls daily. A courteous attitude often leads to better assistance and can even result in goodwill gestures like discounts or waived fees.
5. Take notes: Write down the representative's name, the case or reference number, and any promised actions or timelines. This documentation helps if you need to call back.

What If You Cannot Reach a Live Person?

Despite best efforts, you may sometimes encounter long hold times or automated menus that seem circular. Here are a few strategies to get through more quickly:

- Use the automated menu wisely: Listen carefully to options and select the one that most closely matches your issue. For example, pressing “Billing” or “Service” may route you to a specialized team with shorter wait times.
- Request a callback: Some automated systems offer a callback feature. If available, take it rather than staying on hold.
- Try alternative contact methods: If phone wait times exceed 30 minutes, switch to live chat or social media. Often, social media teams can escalate your issue to a phone advisor.
- Contact during off-hours: Late evenings or early mornings (within operating hours) may have lighter call volumes.

Frequently Asked Questions About Sears Customer Solutions

Is the Sears Customer Solutions Phone Number toll-free?

Yes, **1-800-4-MY-HOME** is a toll-free number. Some international callers may incur charges, but within the United States, it is free to call.

Can I schedule an appliance repair over the phone?

Absolutely. That is one of the primary purposes of the customer service line. The representative will take your address, product details, and preferred appointment window. You will receive a confirmation email or text with the technician's scheduled arrival time.

What if my issue is with a Kenmore product purchased from another retailer?

Sears owns the Kenmore brand, so they handle warranty and service for Kenmore products regardless of where they were purchased (e.g., Amazon, Kmart). Calling the **Sears Customer Solutions Phone Number** will connect you to the appropriate department.

Does Sears have a 24-hour customer service line?

No, Sears customer service is not available 24/7. Hours are as listed above. For emergency issues like a gas leak from an appliance, contact a local technician or emergency services immediately. For non-emergencies, call during operating hours.

How can I find my Sears order number?

Your order number is included in the email confirmation you received after purchase. It can also be found in your MySears account under order history. If you cannot locate it, the phone agent can look up your order using your name, phone number, or shipping address.

Conclusion

Navigating customer service doesn't have to be a hassle. By knowing the **Sears Customer Solutions Phone Number**and understanding what to expect, you can resolve your issues quickly and get back to enjoying your products. Whether you need a repair for a trusted Kenmore refrigerator, a status update on a new Craftsman tool set, or help with a billing question, the dedicated support team is ready to assist. Keep contact information handy, use the tips provided to streamline your call, and remember that multiple channels are available if the phone lines are busy. With a little preparation, you can turn a frustrating problem into a simple solution.

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