



Dear Valued Customer/Business Owner,

We at Lowe's appreciate your business and our goal is to make your shopping experience quick, efficient and one of the best possible. This includes the occasions you may need to return an item.

Our policy is simple, if you are not completely satisfied with your purchase, simply return it along with your original receipt to any Lowe's store within 90 days\* of the purchase. We'll repair it, replace it or refund it based on your original method of payment.

**Don't have your receipt? We can help with that, too. Lowe's offers a receipt-less look up option to make it easier. There are several ways we can assist you with this:**

- Lowe's credit accounts are available in many plans which will make shopping and returning easy. By using any one of our credit accounts (LCC, LBA, LAR, LPC) you can return without a receipt and no interruption to your business by refunding to any of our Lowe's accounts.
- We also know that you want to keep track of your business, and with a Lowe's card being your preferable method for payment and returning, you won't have to receive or monitor any in store merchandise cards for any items you may need to return.
- If you pay with cash or check simply provide the cashier your phone number at the time of purchase. Based on your phone number - we can find your original sale and complete the refund for you.
- If you used a credit card, such as Visa, MasterCard, AMEX or Discover, for the purchase; we can use the same credit card to lookup your previous transactions and credit the return right back to your account.

If you have any questions, just ask any Lowe's associate or call our Refund Administration Department at 866 327 7053 and they will be glad to assist you.

Thank you for your business!

(\*30 days on OPE including, but not limited to mowers, chainsaws, generators, pressure washers, trimmers and blowers. We reserve the right to limit the number of returns permitted without valid receipts)