

Vendor Partner,

In order to reduce our environmental impact and the related costs, Lowe's is currently reviewing our product return practices to better manage customer-returned products that are not appropriate for resale as new or unused items. As part of this work, we will include customer returns designated (in your Vendor Information Sheet, Vendor Set Up Sheet, or other return process documentation) for disposition as "Destroy in Field" ("DIF") sometimes designated as "Field Destroy" or "Destroy". Depending on the item and its condition, Lowe's or our designated third-party service providers may utilize the following options to manage the DIF products:

- 1. Recycling or salvaging*
- 2. Disposal through appropriate hazardous and/or regulated waste processes*
- 3. Liquidate via secondary markets or in Lowe's-branded sales channels (but not as "new" products)*
- 4. Donate to charity*
- 5. Destroy/general waste disposal*

We appreciate your support of our efforts to more effectively manage the impacts of these customer returns. If you have questions, please email LowesMerchandisingOps@lowes.com and copy your merchant team.

Regards,

*Michael McDermott
Chief Customer Officer
Lowe's Companies, Inc.*