



RE: Lowe's Private Brands "**After Sales Customer Support (ASCS)**"

Dear Lowe's Private Brands Supplier:

Lowe's has implemented a centralized approach "*after the sale*" to service our customers within Lowe's Private Brand products. *After Sales Customer Support (ASCS)* centralizes call/product support through one of Lowe's 3rd Party Service Providers. This is a required effort for doing business with Lowe's Private Brands.

The cost of this program will be invoiced as a cost per call and a cost per shipment for replacement items/parts (if applicable) for volumes specific to each vendor partner. Please be mindful of this and factor estimated expenses based on your current customer support program volumes when preparing Dead Net Costing. We thank you in advance for your support.

Sincerely,

Lowe's After Sales Customer Support (A.S.C.S.) Group