



PRODUCT RETURNS & BUYBACKS - FOREIGN SUPPLIERS

PRODUCT RETURNS

Lowe's consumer return policy dictates that Lowe's gives our customer replacement product or credit on any return. Lowe's in turn expects our vendors to honor all Return to Manufacturer (RTM) documents covering customer returned/defective merchandise which are issued by Lowe's.

There is only one option to choose for the specific method to be used by Lowe's in handling your product.

Option: Product will be destroyed in the field by store personnel. No inspection or authorization will be required by vendor. The store will bill the vendor for full credit and a debit memo will be issued by Account Payables using the last receipt value (Invoice cost of product plus inbound freight plus distribution center add-ons if applicable less rebates or program allowances.) Items with MSDS sheets are considered HAZMAT by Lowe's and cannot be field destroyed. Vendor must allow Lowe's to donate, if possible, markdown and sell the Hazmat items, or use a specialized company to have these Hazmat products appropriately disposed of after credit is given. If vendor opts to require Lowe's to hold for inspection or call for authorization, a five percent add-on will be applied to the value of each RTM. (Add-on will be waived if vendor provides a blanket authorization.)

PRODUCT RETURNS – BUYBACKS

Product buyback negotiation by Lowe's Mexico Merchandising Department and Vendor Representative must include the following mandatory information: method (destroy or donate), estimated value and payment method (debit memo at – see Product Returns – Customer), locations and items involved, authorization, and time frame. "Lowe's Merchandise Return Agreement" form must be completed and signed by both Lowe's and vendor representatives. Account Payables will be responsible for implementing the instructions provided in order to collect from the vendor.