



## PROCESS FOR RECALLS

- Vendors first contact Quality Assurance to begin the recall process
- \* Via Email: [qualityassurance@lowes.com](mailto:qualityassurance@lowes.com)
- \* Via Phone: 704.757.7472
- Quality Assurance and Lowe's Mexico Supply Chain team will support vendor through recall process
- Vendor must inform the Lowe's Mexico merchant that will be affected
- Legal implications of the recall process are outlined in Article 3.14 of Lowe's Mexico MSBA