

FAQs

1. What is LBX?

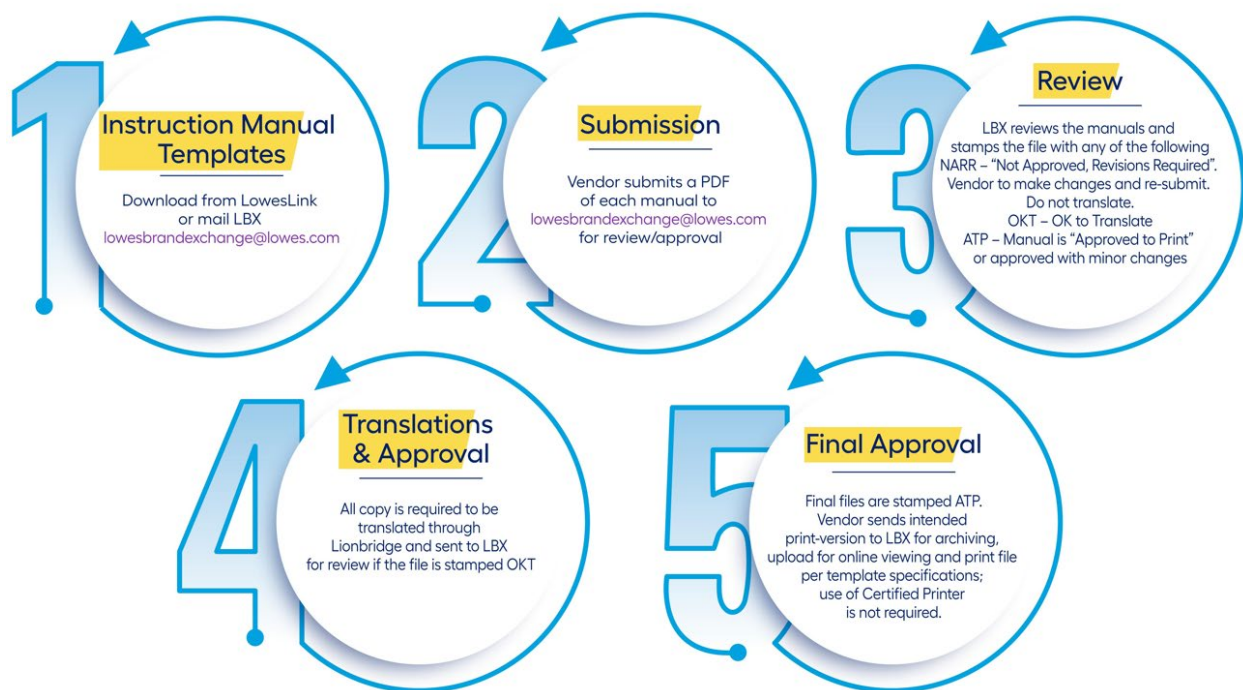
LBX is the abbreviation for LowesBrandExchange, a team dedicated to help Lowe's private brands vendors with instruction manuals.

2. Which template is to be used for a product and what are the guidelines for a specific brand?

We do not have any brand specific guidelines since they are applicable to every private brand instruction manual. The two commonly used templates are QRG and Standard. The vendor can use either of these depending on how heavy the content is. The brand Kobalt has its own template.

3. Can you help us understand the instruction manual approval process?

The instruction manual approval process is as follows -



4. Who should the vendor contact for translations?

Translations are handled by a third-party organization called Lionbridge. They will assist with translating/proofreading instruction manuals.

5. How can I get in touch with Lionbridge?

Catherine Mekovetz (Catherine.Mekovetz@lionbridge.com) is the customer success manager for Lowe's from Lionbridge and can be reached out to for any help with translations process onboarding and queries.

6. What is a Lionbridge code?

It is a code provided by Lionbridge when they process a translation/proofreading request. This code is further used by LBX to access the translated/proofread files to ensure all changes requested have been made by the vendor. E.g. LB-WU-004893059.

7. I have the translations in place for the manual from my in-house team, do I still need to get in touch with Lionbridge?

Yes, Lionbridge will need to proofread the translations so as to ensure all translation guidelines set by Lowe's are met.

8. What are the language requirements for instruction manuals?

If the product is to be sold in U.S, please add English and Spanish section only. If the product is to be sold in Canada, please add English and French section only.

9. Our product has a one-page manual with minor instructions, is there a template for that?

One-page manuals are acceptable in special cases as long as all the product related information such as the brand name, item number, model number and product descriptor are mentioned.

10. Can you please confirm what the alphanumerical code SS23001 on the right corner of the first page is?

These are called tracking codes. This code varies from manual to manual and is assigned by the LBX team when a file is reviewed. This code should not be modified or removed from the manual and printed as is.

11. Is there any contact who we can reach out to for designing the manual as we do not have a designer on our end?

Vendors can contact Courtney Fox from Info-graphics at cfox@info-graphics.com for help with designing manuals.

12. Can the vendors mention their address/contact details in the instruction manual?

Without an exception provided by the merchant or the manager handling the project, we cannot permit vendor's address to be mentioned in the instruction manual. It is recommended to add the Lowe's address in the manual where required –

Lowe's Home Centers LLC
1000 Lowe's Blvd.
 Mooresville, NC 28117.

The only exception to this is under the FCC declaration section where the vendor can mention their address and contact details as the responsible party.

13. Can the vendor add their own customer support number for the buyer to reach out for any issues with the product?

All Lowe's private brands have their dedicated ASCS (After Sales Customer Support) contact that is to be mentioned on the manual for the customers to reach out.

14. How long does the instruction manual approval process take?

The time the instruction manual review process can take depends on a variety of factors, including the length and number of instruction manuals submitted, overall workload of the Copy Editors and the extent of the required edits. Turnaround time is tied to rounds:

- Round 1: 5 business days.
- Round 2: 3 business days.
- Round 3: 2 business days.
- Round 4 and up: 1 business day

Note: These timeframes are just estimates. Actual turnaround times may be less or more (usually less) depending on the factors listed above.