

# OUTLET RETURNS POLICY

Effective as of 5/22/2021

Except for permitted returns, **ALL SALES ARE FINAL AND MAY NOT BE RETURNED.** The items for sale in Lowe's Outlet Locations may have cosmetic damage or been previously returned. Inspect your items thoroughly prior to purchase. Items eligible for return that were purchased from a Lowe's Outlet may only be returned to the same Outlet; they may not be returned to a regular Lowe's retail store or a different Outlet. Items purchased at a regular Lowe's retail store may not be returned to a Lowe's Outlet. To receive a refund or in-store credit, you must present a valid receipt with your permitted return.

## Permitted Returns:

Lowe's Outlet will only accept items with mechanical or electrical damage or defects that are returned within 48 hours after taking possession of the item. Lowe's Outlet will not accept a return if the mechanical or electrical damage occurred after purchase, or, if applicable delivery. Lowe's Outlet will not accept any other returns, including, but not limited to, returns for cosmetic damage.

## For Permitted Returns with a valid receipt, Lowe's Outlet will refund:

- Cash, if your purchase was made with cash or a debit card.
- In-store credit if your purchase was made with a check less than 3 days ago.
- Cash if your purchase was made with a check 3 or more days ago.
- A credit to your card if your purchase was made with a credit card.
- In-store credit if your purchase was made with an in-store credit or gift card.

## Non-Refundable Items:

- Any activated third-party gift cards, including Visa or MasterCard gift cards.
- In-store credits, refund cards & merchandise cards.