

# Lowe's Commercial Services Never Stop Improving



# Lowe's History

- Lowe's has been serving the commercial customer since the 1940's.
- Lowe's began as a small lumberyard in Wilkesboro, NC and has now become the second largest home improvement retailer worldwide.
- Times may have changed, but our commitment to our Commercial customers has not.



# Lowe's Value Proposition

Value

Service

Products



# Lowe's Value Offerings

TCPN Contract Pricing

Maintenance Supply Rack Program (MSR)

Everyday Low Price Guarantee

Quote Support Program (QSP)

Contractor Packs (Bulk Buy Savings)

Business Credit Portfolio

Partner in the Community

Service Offers

Product Offers





# Lowe's® and TCPN®

## Building a Better Purchasing Network



Benefits to your Team with the On-Line Purchasing use of the Lowe's / TCPN Program.

- **Deeper Discounts on Purchases**
- See your Savings Instantly
- Save all Quotes and Purchases for Easy Record keeping
- Use of Area Commercial Account and In-Store Commercial Team members for Projects and Material needs.
- One-Stop-Shop for all purchases
- Easy Product Search on-Line with a Brief Description

Additional Delivery Benefits with the use of Lowe's/ TCPN Program and Purchases made on a Lowe's Commercial Business Account.

- **Deliveries under \$500 and 20 miles receive a Discount Delivery fee of \$20**
- **Deliveries over \$500 and under 20 Miles are Free**
- **Deliveries on Major Appliances are Free**

Note: Additional fees beyond the 20 Mile limit Stated above



# (MSR) Supply Rack Before & After

## Benefits for your Team



- An easier way to Manage Inventory on frequently used supplies
- One-Stop Shopping
- Phone / Fax / Order Online
- Delivery
- Reduced Trips offers Time and Money Savings, as well as Convenience
- Steel Supply Rack for a Penny with 1<sup>st</sup> \$150 purchase



# Quote Support Program

## Volume Savings Opportunities!

- Qualifying purchases:
  - Orders over \$2,500
  - Stock or Special Order
  - All product categories included
- Enter quotes at [Lowe'sforPros.com](http://Lowe'sforPros.com) or bring into your local Lowe's Commercial Sales Desk.





# Contractor Packs

**For big jobs, look no further than Lowe's.**

- Over 1400 items available for bulk purchasing discounts.
- Quick convenient bundles of the products you use most
- Fast and Easy
- Job lot quantities available
- Pre-packaged for value and convenience





# Lowe's Price Guarantee

**Lowe's Everyday  
Low Price  
Will not be beaten**



Find a lower price on an identical stock item and we'll beat that price by 10%

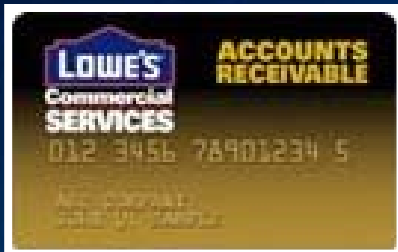


# Business Credit Portfolio



## Lowe's Business Rewards Card from American Express (AMEX)

- No Annual Fee
- Accepted everywhere American Express Cards are accepted
- Pay in full or make minimum monthly payments
- Allows you to track and assign different spending limits for employees
- Online account management at [Lowe'sForPros.com](http://Lowe'sForPros.com)
- Earn rewards points redeemable for gas, outdoor equipment and more



## LBA- Lowe's Business Account

- Easy-to-Read itemized statements
- Control Purchasing- multiple cards
- No Annual Fees
- Ability to track purchases
- Dedicated account representatives

Reduced Delivery  
Rates for Lowe's  
Business Card  
Holders!



## LAR- Lowe's Accounts Receivable

- Easy-to-Read itemized statements
- Ability to limit transaction amounts
- No Annual Fees
- Ability to pay by invoice
- Control Purchasing- Authorized Buyers



# Business Credit Benefits Chart



## When you use Lowe's Business Credit





In-store purchases only. \*Some exclusions apply.  
**\*See below for more details.**

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Business Credit Benefits	LBA Lowe's Business Account	LAR Lowe's Accounts Receivable	LBR Lowe's Business Rewards
Revolving Credit	Yes		Yes
List of Authorized Buyers		Yes	
Requires Credit Card for Proof of Purchase	Yes		Yes
Ability to limit dollar amount of a single purchase		Yes	Yes
Payments Applied to Specified Invoices		Yes	
No Annual Fees	Yes	Yes	Yes
Ability to Purchase On-line at Lowe's.com	Yes	Yes	Yes
In-Store Payments	Yes	Yes	Yes
Ability to Assign Purchase Orders	Yes	Yes	Yes
Deferred Payment on purchases ran as Lowe's Delivery, Direct Delivery, or Pick-up Later (purchases do not appear on statement until product is received by the customer).		Yes	
Reduced Delivery Rate (Min. \$20) <b>Note:</b> Additional charges apply for hand placing Shingles (item 00724) & Sheetrock (item 00689).	Yes	Yes	Yes



# Partner in the Community

- Skills USA
- Toolbox for Education
- Habitat for Humanity
- Rebuilding Together
- Boys & Girls Club of America





# Service Offering

Area Commercial Account Specialists

Dedicated In-Store Commercial Teams

Delivery

[LowesForPros.com](http://LowesForPros.com)

3 Ways to Order

Convenience

Knowledgeable Staff



# **Area Commercial Account Specialist**

**160 Account Specialists Across the Country**

**How can a Lowe's ACAS help you?**

- Identify opportunities to save your company time and money
- Store collaboration
- Dedicated Point of Contact with Lowe's, who understands your business needs

**The ACAS in your area is Anthony Ruiz**

**Mobile 516-491-0338**

**Email [Anthony.Ruiz@Lowe.com](mailto:Anthony.Ruiz@Lowe.com)**



# Dedicated In-Store Commercial Teams

## Dedicated, Service Driven Sales Specialists

Our Commercial Team is here to assist you in your purchasing needs. Depend on us to provide you the items you need, when you need it. With our Low Price Guarantee, rest assured saving your business money is our number one priority as we are committed to providing the lowest prices in town.

See In-Store Contact sheet provided separately.



# Lowe's Delivery

**Lowe's delivers supplies to your business or jobsite 7 days a week.**

- Let us keep you on the job and save you time.
- Lowe's has one of the largest privately owned fleet of delivery vehicles.
- We can also arrange for direct shipping on select products.





# LowesForPros.com

## Resource Center- Manage and Grow your Business

- Handy Job Estimators
- Online lumber prices
- Cost-effective Quotation Center
- Customizable contracts, estimates, letterhead, and marketing material
- Organize your jobs with activity sheets, quote forms, plans, and contact calendars.
- Advice and informative articles tailored to your business.

**Submit Ad Builder Form**

- A custom ad is a great way to market your business to prospective clients or stay in touch with existing customers.
- Use the templates below to create a unique message that promotes your brand and services.
- When you are finished filling out the form click the 'submit' button and the browser will ask you if you want to open or save the file.
- Choose save file to disk and then open and print with a PDF reader.
- You can [download Adobe Reader for free](#).

Title: \*

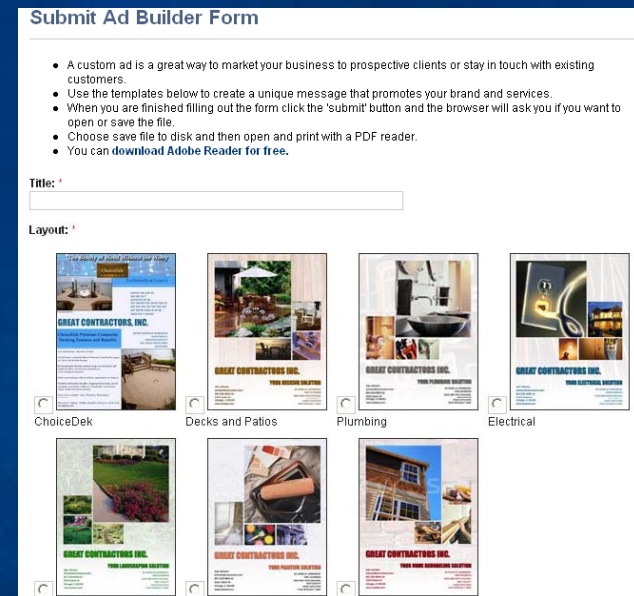
Layout: \*

ChoiceDek

Decks and Patios

Plumbing

Electrical



# 3 Ways to Order Ahead

**Get Quotes and Place Orders on the materials you need without leaving your office:**

- **Call**
- **Fax**
- **Submit** on-line at [LowesForPros.com](http://LowesForPros.com)



**Orders received by 3PM will be ready to go in two hours.  
Place your orders by 6PM for 7AM pickup the next day.**



# Lowe's Convenience

- Over 1700 locations
- Quick Pick-up
- Ready for Loading
- Bulk items
- Well stocked





# Product Offering

**The depth of product available at Lowe's enables you to source items for your entire job.**

Over 44,000 products in stock with millions more available through special order – **provides you with options for your clients.**

- Paint and supplies
- Lumber – indoor lumber yard
- Building Materials – concrete, insulation, roofing, siding, etc
- Tools – hand, power, pneumatic
- Pipe, Wiring, everything for behind the walls
- Hardware – nuts & bolts to door locks to mailboxes
- Millwork – windows, doors, molding, etc
- Flooring - Carpet, Tile, Vinyl, Wood, Laminate
- Kitchen & Bath Plumbing
- Window Treatments – vinyl, faux wood, aluminum blinds
- Lighting
- Appliances





# Lowe's Extended Product Offering

**Hard to find items? . . . Lowe's makes it easy with our special order services.**

From an **A**nvil to a **Z**amboni  
Lowe's can get anything you  
need to complete the job.



**We partner with other suppliers to provide everything you need at a one stop shop convenience.**

Ex. Grainger, American Hotel Registry, Global Industrial,  
Interline Brands, Lagasse, etc.



# Product Specialist Interior



## Let Lowe's Transform Your Kitchen or Bathroom.

See an associate for details.

Transforme su cocina o baño con Lowe's.  
Consulte a un asociado para más información.

**Coordination  
of appliances,  
cabinets,  
countertops,  
flooring  
and more.**

**Included In Our  
Full-Service  
Kitchen and  
Bathroom  
Transformation.**

## Start Today. Transform Your Kitchen or Bathroom With Lowe's

- In-home consultation
- Personalized design plan
- Professional project planning and installation backed by the Lowe's guarantee

See an associate for details.



# Product Service Exterior

## Let Lowe's help with your next Project



**Windows**



**Roofing**



**Decks**



**Siding**

**&  
Much  
More**



**Fence**





# Lowe's PSI & PSE Added Benefits



**Lowe's In-Home Project Specialist will recommend the right products at a price that's right for your budget:**

**We handle everything including Design, Selection, Installation and , Clean up**

**Every installation is backed by a One-Year Warranty on finished labor**

**Our Installers are Screened, Insured and Licensed, (as required)**

**Customer-Rated Installers ensure that you get the Best possible Service**





# Lowe's Value Proposition Recap

## Value

- The Cooperative Purchasing Network (TCPN)
- Maintenance Supply Rack (MSR)
- Quote Support Program (\$2500 & Up)
- Contractor Packs (Bulk Buy Savings)
- Product Offers
- Business Credit Portfolio
- Everyday Low Price Guarantee

## Product

- Depth of Inventory
- Breadth of Selection
- Our store is your Showroom
- Extended Product Offering for those hard to find items

## Service

- Area Account Specialists
- Dedicated In-Store Team
- Installation , PSE & PSI Teams
- Delivery
- LowesForPros.com
- 3 Ways to Order
- Convenience
- Knowledgeable Staff



**Let Lowe's be your Business  
Partner.**

**Contact your Area Account Specialist to  
Schedule Individual Review & Needs  
Assessment**

