

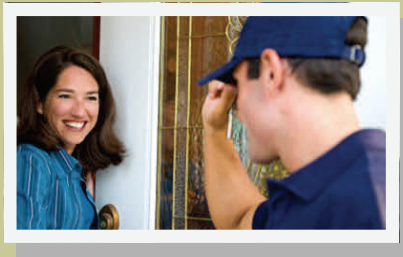
PROJECT SPECIALIST EXTERIORS

“Free In-Home Consultation”
For Lowe’s Exteriors Projects

Including Windows, Roofing,
Fencing, Seamless Gutters,
HVAC, Blow-in Insulation and Air
Sealing, Vinyl Siding, and Decking.

Store Weekly Goals:
10 Leads and \$10,000 in Sales

*“Bringing service and value to
the customer.”*



LOWE’S AMERICAN EXPRESS

- ▶ 5% Off every time you shop at Lowe’s
- ▶ 3% Reward when you pay cell phone bills or make a purchase at an office supply store
- ▶ 2% Reward when you shop at Lowe’s
- ▶ 1% Reward every time you shop anywhere else
- ▶ \$20 Delivery Fee



NURSERY WARRANTY ACCOUNTING CHANGE

In previous years, Nursery Warranty returns accounted for approximately \$15 million dollars in damage expenses. This equates to 3bps of inventory shrinkage annually. Nursery Warranty accounts for 38% of all live nursery damages.

In 2012 Nursery Warranty returns will undergo an accounting change. General ledger account 758801 (Nursery Warranty) will be moved from the store damage expense (inventory shrink) to the operating margin line. Work is underway with the Live Nursery Merchants, Financial Planning & Analysis and Inventory Accounting to implement the accounting change described above. Store shrinkage budgets for 2012 will be adjusted to reflect the change.



Lowe’s Experience of the Future

iPhone - WiFi - MyLowe’s™ - Connections - Click to Chat -
WorkSpace - Learning@Lowe’s - Power Stacker Lift - Flexible
Fulfillment/Back-up Inventory

Lowe’s of Concord #2604
1935 Arnold Industrial Way
Concord, CA 94520
(925) 566-9000

www.lowes.com



2012 SPRING LAWN & GARDEN MARKET



MARKET #1267

1043 ANTIOCH | 1019 SAN BRUNO

1143 VACAVILLE | 1871 VALLEJO

1901 COTATI | 2452 S. SAN FRANCISCO

2508 S. ANTIOCH | 2604 CONCORD

3095 SAN FRANCISCO | 3164 FAIRFIELD

“Lead, act, and think differently.”

“Not just doing business, growing business.”

AGENDA

	Group 1	Group 2	Group 3	Group 4	Group 5	Group 6
8:00am 1:00pm	Intro	Intro	Intro	Intro	Intro	Intro
8:15am 1:15pm	A	B	C	D	E	F
8:45am 1:45pm	B	C	D	E	F	A
9:15am 2:15pm	C	D	E	F	A	B
9:45am 2:45pm	Break	Break	Break	Break	Break	Break
10:00am 3:00pm	D	E	F	A	B	C
10:30am 3:30pm	E	F	A	B	C	D
11:00am 4:00pm	F	A	B	C	D	E
11:30am 4:30pm	Closing	Closing	Closing	Closing	Closing	Closing

KEY

TOPIC	LETTER
Bayer/Rubbermaid	A
ColorSpot/Scotts	B
Old Castle/Black and Decker	C
EPP/myLowe's	D
PSE/Maximizing Profit on Live Goods (LP)	E
Power Pad	F



INTRODUCING myLOWE'S™

Imagine one place to manage, track, and dream about all things home. That's the thinking behind MyLowe's™, our innovative, new online tool that will forever change the way you look at home improvement.

It's all about making the customers experience
Simpler, Seamless, and Inspiring