

- Do I have to enter zip code every time I order? **Yes**
- How do I check product availability? **Click “check store availability” link when viewing product for store quantity.**
- What zip code do I enter? **Enter zip code of store location closest to your delivery site.**
- Where is the order coming from? **Order is from a local Lowe's store or parcel delivery.**
- Do the hyperlinks work on page? **Yes, but you can come back to page, except for the Lowe's 5% credit link at top of page. The link will take you out of session.**
- How do I know what store I am shopping in? **Store location will show on top of page.**
- Do I need an item number? **No, use search engine to find items.**
- What is the best way to use the search engine? **Keep it simple.**
- Is price shown the contract price? **Yes**
- What is the contract price mean? **E&I or TCPN. Contract varies by university.**
- Will the price be held and for how long? **Pricing is held for 30 days in system.**
- How do I know my discount? **To find list price go to lowes.com.**
- Can I view all items Lowe's carries? **Yes, you can view items Lowe's has to offer in store or special order form over 500,000 items.**
- How do I order more than a store has in stock? **Contact your local store, ask for ProDesk or select “Parcel Ship” as fulfillment method which is not store stock dependent.**
- Can I change stores during my session? **Yes, but this changes the entire order.**
- What is Lowe's delivery charge? **Lowe's delivery is reduced based on your contract.**
- What is Lowe's parcel charge? **Price depends on product and quantity.**
- When will order be ready for pick-up in store? **Items pick-up time is 45 minutes at store.**
- What is the delivery process? **Local Lowe's store will call you for delivery time.**
- What is “ship to” address? **Location of product delivery.**
- Will I receive a delivery ticket? **Yes, if not please contact local store.**
- Is my order tax exempt? **If the school is tax exempt this is loaded during setup process.**
- Why would I want to check the remove tax exempt box during check out? **For out of State orders.**
- Can I buy anywhere in the US? **Yes**
- If I have an order discrepancy what do I do? **Lowe's support will contact you.**
- If I am asked for a password on my first login to site? **Use your Lowe's.com account password.**
- What if I forget my lowes.com password? **Login to Lowe's.com and create new password.**
- Who do I call for help? **Please email eProSupport@lowes.com or call 844-569-4776**