



Lowe's Companies, Inc  
1000 Lowe's Blvd  
 Mooresville, NC 28117  
704.758.3818

August 28<sup>th</sup>, 2013

Mr. Daniel Salvato,

Please accept our sincere apologies for the inconvenience you may have experienced in respect to a misunderstanding related to the Western State Contracting Alliance (WSCA) discount for the state of Kentucky.

At Lowe's, we take pride in ensuring our customer's satisfaction. Unfortunately, we did not meet your—or our own—expectations. Upon thorough review of the situation, we narrowed the cause to a Lowe's employees misunderstanding of the Kentucky WSCA Contract and misinterpreting the terms of the contract allowed for state employees to leverage the WSCA contract discount for personal use and therefore caused the state of Kentucky to send out a communication with this information to all agencies within the state.

The Western States Contracting Alliance as it stands today only allows discounts for purchasing supplies intended for agency use. In its current format, it does not allow for discounts on personal purchases.

State of Kentucky: Contract # MA 758 1300001201

"Lowe's has been awarded a Walk-In Building Supplies and Related Materials contract by the state of Kentucky. The state's contract with Lowe's can be utilized by all state agencies and eligible Cooperative Procurement Program members. This contract provides a 5% point of sale discount, and the convenience and flexibility of a walk-in same-day procurement solution."

We have taken steps to correct the situation by discussing the misunderstanding with Market Director, Stephen West and Store Manager, Michael Gampper at the Frankfort, Kentucky store to ensure their entire store and market have a clear understanding of the WSCA contract as stated above. Michael Gampper reached out the Pamela Trautner to clarify the terms of the contract along with providing her with the correct Kentucky WSCA customer flyer.

We deeply value your relationship with Lowe's and are committed to providing you with the highest level of service. If you have any further questions or comments regarding this matter, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Bridgett Dedmond". The signature is written in a cursive, flowing style.

Bridgett Dedmond  
Director of Government Sales  
Lowe's Companies, Inc  
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