



Dear <sup>Erik Williams</sup> \_\_\_\_\_,

Thank you for giving Lowe's an opportunity to respond to your concerns with the installation purchased at the Lowe's of KNIGHTDALE, NC.

To amicably resolve this matter, Lowe's makes you the following final offer contingent upon you signing a Release of All Claims:

- [REDACTED]

The amount outlined in the settlement reflects all issues identified during meetings and discussions between the consumer and Lowe's.

Please contact your Case Manager [REDACTED] by 10/2/2025 to confirm acceptance of this final resolution, after which time the offer will expire automatically, and Lowe's will consider this matter closed. Your Case Manager can be reached Monday through Friday between the hours of 9:00 am and 6:00 pm EST, at (866) 284-8989 ext. [REDACTED].

As noted above, this letter is tendered for purposes of settlement discussions only and should not, in any way, be construed as an admission of liability or wrongdoing on the part of Lowe's.

We sincerely regret that we have been unable to meet your needs as a customer. This is the final resolution offered by Lowe's.

Thank you,

*Ronda Jablonski*

Director, Lowe's Executive Customer Relations

Signing on behalf of District Manager, Laura Barciela