

What types of Gift Card options does Lowe's Canada offer?

Plastic Gift Cards: Sold at any Lowe's stores and Lowes.ca. Online orders may take 6-10 business days via standard mail or 3-5 business days through Fedex.

Digital Gift Cards: Sold on Lowes.ca, instantly delivered to the provided email.

How do I check my gift card balance?

Gift card balance can be checked online at [Lowes.ca](https://www.lowes.ca) , by calling 1888-761-9290 or visiting the nearest Lowe's store.

Can I use my Lowe's gift card at Rona and/or Reno Depot?

No, we are currently not accepting gift cards from different banners.

Can I reload my Lowe's gift card?

Yes. Lowe's gift card is reloadable either in store or online at the [Gift Card](#) page.

Can I use my physical plastic Lowe's gift card online?

Yes, physical plastic Lowe's gift cards are accepted.

Does my Lowes gift card expire?

No. Lowe's gift cards do not expire.

How long does it take for my Lowe's gift card to be shipped to me?

Shipping time varies by location. Our regular delivery times could be between 3-7 business days.

Would I be able to use my Lowe's gift card at Lowe's stores in USA or Lowe's.com?

Physical gift cards issued by Lowe's Canada can be redeemed in the US. Digital gift cards issued by Lowe's Canada can also be redeemed in the US.

How many Lowe's gift card can I use to pay for my online purchase?

We accept up to five (5) individual Lowe's gift cards for payment on a single online transaction.

Can I use Lowe's gift card to make purchases through contact centre?

No. We do not accept Lowe's gift card as a tender of payment through contact centre at this point.

Can I use Lowe's gift card to purchase additional gift cards?

No. Gift cards can't be used as a tender to purchase additional gift cards.

Can I use my Lowe's gift cards to make a payment to my financing plans?

No. Lowe's gift card can't be used to pay balances on your financing account.

What happens if I lose my Lowe's gift card?

As per our policy we do not replace lost or stolen gift cards. However, we will make every effort to transfer unused portion of the gift card balance to another gift card upon proof of original purchase.

Can I convert my merchandise return card into a Lowe's gift card?

No. As per our policies, we can't convert merchandise return card into a Lowe's gift card.

What is Buyatab?

Buyatab is Lowe's Canada's digital partner in fulfilling the online orders.

What if I cancel an order paid by Lowe's gift card?

In the event of order cancellation, Lowe's Canada will issue an E-Merchandise Return Card of the same value. It may take up to two hours to reach your inbox.

What happens if I return my purchases made on Lowe's gift card?

In the event of order cancellation, Lowe's Canada will issue an E-merchandise return card of the same value for any online transactions or a physical merchandise return card for in store purchases of the same value paid through a gift card. It may take up to two hours to reach your inbox.

I have not received my E-merchandise return card?

You may check the status of your E-merchandise return card by calling Buyatab at 1-888-761-9290.

What is the difference between E-merchandise return card and merchandise return card?

E-merchandise return card could be redeemed across all sales channels, except contact centre.

Merchandise return card is limited to in store redemptions only and the web balance inquiry is not available online, please visit the nearest Lowe's store to check balance.

What are the terms and conditions related to use of Lowe's gift cards?

By activating and/or using this gift card (the **Card**), you agree to the terms and conditions specified herein, which may be modified by Lowe's Companies Canada ULC (**Lowe's**) without notice in accordance with applicable laws. The Card can be used on several occasions, up to its total value (in Canadian dollars), to make purchases of goods or services at participating Lowe's banner stores and www.lowes.ca. The Card cannot be converted into cash, is non-refundable, and cannot be used to make payments on a line of credit or credit card account or to purchase other gift cards. Lowe's may not be held responsible for replacing or honouring this card if lost, stolen or damaged. Lowe's reserves its right to cancel the Card or otherwise restrict its use if it has reason to believe that the use of the Card is unauthorized, fraudulent or otherwise illegal. The Card has no cash value until activated by Lowe's or a participating store, is not subject to

any fees and has no expiry date. Use this Card issued by Lowe's as cash. To check your card balance, please call 1-800-560-7172.