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NEWS RELEASE



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Lowe's Ordered to Pay \$546,600 for Violating California Gift Card Law

VENTURA, Calif. – District Attorney Erik Nasarenko announced today that Lowe's Home Centers, LLC entered into a stipulated judgment in Sonoma County Superior Court and will pay \$546,600 in civil penalties, costs, fees, and restitution. The settlement resolves a civil enforcement action brought by the District Attorneys' Offices of Ventura, Sonoma, and Los Angeles Counties alleging violations of California's Gift Card Law.

"Every company in California is expected to follow the law, especially when those laws protect California consumers," said Senior Deputy District Attorney Andrew Reid, who prosecuted the case. "Consumers are entitled to request any balance below \$15 on a gift card which they lawfully possess."

California law generally prohibits gift cards from having expiration dates and allows consumers to redeem gift cards valued at less than \$15 for cash when requested. An investigation conducted by multiple district attorney's offices throughout the state identified that Lowe's did not redeem qualifying gift cards for cash when requested. Lowe's cooperated throughout the investigation.

Under the terms of the settlement, Lowe's is required to take steps to ensure it complies with California's Gift Card Law and consumers are informed of their rights.

These measures include:

- Adding information about consumers' gift card rights to physical gift cards and the company's website.
- Posting notices in the Customer Service or Returns areas of its stores informing consumers of their rights.
- Training employees on California's Gift Card Law and gift card redemption requirements.

The settlement resolves the allegations against Lowe's. The matter was investigated and prosecuted jointly by the Ventura County, Sonoma County, and Los Angeles County District Attorney's Offices.