

Lowes ruined my deck, I need a builder (Columbia, MO)



Location

North Carolina

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Last July I built a new deck on my home. It was, I say, WAS beautiful until I made the mistake of putting Lowes paint on my deck. I wanted the good stuff. So I asked the paint department at Lowes and was told to buy the deck paint called Rescue It. This paint is suppose to be very durable.

I stated noticing this past winter that a few small places looked like the paint was coming off. As the winter months moved on, more and more paint was pealing. Now it's horrible. Lowes has ruined my deck!

I called the Lowes store. They store manager called me and said not to worry. They would send one of their guys out to see it. The guy showed up, was very nice, took pictures and pictures of the paint bucket I still had. He said "yep, it's our paint".

The store manager told me they would have an insurance adjuster come out and look at it and just write me a check to fix or replace the deck. The adjuster never showed up.

Today I received a phone call from the legal department at Lowes corporate department. Accused me of being lying about the paint. She said I have to prove I bought it at their store. And was rude, insulting and nasty. She emailed me a map showing where this same paint could have been purchased at two other stores that are 3 times as far from my home than where the Lowes is at. That's crazy! Why would I drive to another city 3 times as far for PAINT?

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Or call the corporate phone and ask them why? Mooresville, NC

So if you know how to build a deck, contact me. These pictures were taken in the last week and this paint is only 8 months old!

Please call Lowes and ask the manager about the horrible paint they sold me.