



Customer FAQ

1. What did Big Lots announce?

- Big Lots has entered into a sale agreement to be acquired by Nexus Capital Management.
- To facilitate the sale, the Company initiated Chapter 11 proceedings.
- During the process, Big Lots will continue to provide customers with unmistakable value, exceptional savings, and extreme bargains in stores and online at [biglots.com](https://www.biglots.com).

2. Is Big Lots going out of business?

- No. We plan to continue providing customers with unmistakable value, exceptional savings, and extreme bargains in stores and online at [biglots.com](https://www.biglots.com).

3. Will Big Lots continue to close stores while in Chapter 11?

- The Company is focused on ensuring that we have the right stores in the right locations so that we can be successful and better serve the needs of our customers.
- The majority of our stores remain open and continue to serve our customers.

4. What changes will there be for the stores that are closing?

- Impacted stores will be discounting and selling through the inventory on hand so that customers will have the opportunity to purchase Big Lots products at even greater discounts.

5. What does the Chapter 11 filing mean for customers?

- There will be no change for customers of non-closing stores.
- Big Lots will continue to provide customers with unmistakable value, exceptional savings, and extreme bargains in store and online at [biglots.com](https://www.biglots.com).

6. Will there be any change in the store's products, services, or offerings as a result of the filing?

- No. Big Lots will continue to provide our customers with unmistakable value, exceptional savings, and extreme bargains in stores and online at [biglots.com](https://www.biglots.com).

7. Can I continue to shop online?

- Yes, you can continue to find great bargains and treasures in stores and online at [biglots.com](https://www.biglots.com).
- We also offer a number of delivery options so that our products can be delivered right to your door or picked up at another nearby store location. You can view your options at [biglots.com](https://www.biglots.com).

8. Will I still be able to use my gift cards or store credit card?

- Yes, we received Court approval to continue honoring gift cards and store credit cards during this process.

9. Can I continue to redeem my Big Lots rewards? Will any purchases I make still count toward earning my next reward?

- Yes, we received Court approval to continue our BIG Rewards program where members can continue earning and redeeming rewards during this process.