

returns are simple.

It really doesn't get any easier than this—and it's free. You can return your item to the Nordstrom store nearest you or simply drop it in the mail—there's no need to call us. When mailing, just use the postage-paid return label below. Fill out your name and address, and affix the label to your package. Please write your order number on the return label and on the reverse side of the card to ensure your return is processed accurately and efficiently.

RETURNS AND EXCHANGES ARE FREE.

By mail:

- For a prompt refund, enclose this form with the items you're returning and include your order number, found on your packing slip or confirmation e-mail. Make sure you retain the tracking number for your records—you will need it in order to call Customer Service (1.888.282.6060) to inquire about the status of your order.
- Remove previously applied bar-code labels and tape before affixing the prepaid return label.
- Simply leave your package in a secure place near where you normally receive your mail at home or at the office. Or, if you prefer, you may drop it off at any U.S. Mailbox or Post Office. Your package will be returned to us via U.S. Mail.
- You'll receive a confirmation e-mail once the package has arrived at our facilities.

At our stores:

- Simply bring the packing slip and credit card you used when you ordered to any counter at any of our stores. For the Nordstrom location nearest you, go to Nordstrom.com and click on Store Locations & Events.

International Orders:

- Unfortunately, we are unable to offer free shipping on returns and exchanges.

REFUNDS WILL TAKE 10-14 BUSINESS DAYS.

If you ordered by credit card, we'll credit your account and the credit will show on your following statement, depending on the issuing bank and/or billing cycle. If you paid solely by Nordstrom Gift Card or Nordstrom Notes®, we'll mail you a new Gift Card for the entire amount.

If you have any questions, call us at 1.888.282.6060 or visit Nordstrom.com.

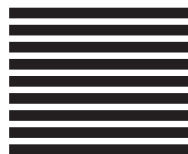
FROM: _____

ORDER # _____

NO POSTAGE
NECESSARY IF
MAILED IN THE
UNITED STATES

POSTAGE DUE COMPUTED BY DELIVERY UNIT

**PRIORITY
MAIL**



MERCHANDISE RETURN LABEL

PERMIT NO. 1108
NORDSTROM

CEDAR RAPIDS IA 52404
7700 18TH ST SW

POSTAGE DUE UNIT
US POSTAL SERVICE
1165 SECOND AVE.
DES MOINES, IOWA 50318-9702

returns

IF YOU NEED TO RETURN AN ITEM, THERE'S NO NEED TO CALL US.

- For a prompt refund, enclose this form with the items you're returning and include your order number found on your packing slip or confirmation e-mail.

Name _____

Order Number _____

- Complete the Return section below.

Select the most appropriate Return Reason Code from the chart below.

HOW DID WE DO?

Visit Nordstrom.com and click on Give Us Feedback at the bottom of any page to let us know what you think.

If you have any questions, call us toll free, 7 days a week 7am-1am Eastern at 1.888.282.6060.

RETURN REASON CODES	Reason Code	Description	Style Group #	Color	Size	Qty	Unit Price	Total Price
Too small	10							
Too large	20							
Quality unsatisfactory	30							
Did not like	40							
Gift Returns <input type="checkbox"/> Refund Gift Giver <input type="checkbox"/> Refund Gift Recipient						Total for Returned Items		
						Tax (let us calculate tax for you)*		
						Refund/Credit Total*		

exchanges

EXCHANGES ARE EASY. CHOOSE THE OPTION THAT WORKS FOR YOU.

- **Exchanges by Phone.** Call us at 1.888.282.6060. We'll send in-stock items right away and credit you for your return once it is received at our warehouse—no need to fill out the Exchange section below.
- **Exchanges by U.S. Mail.** List new items you'd like in exchange below and include this form in your return package—and remember, we'll pay the return postage. Plus, whether you're trying a new size, color or item, exchange shipping is free! Your credit card statement will reflect a credit for your returned item(s) and a charge for your new item(s).

Check here if gift exchange.

Description	Style Group #	1st Color Choice	2nd Color Choice	Size	Qty	Unit Price	Total Price

METHOD OF PAYMENT (if different from your original order):

- Nordstrom
 Nordstrom debit card
 Visa
 MasterCard
 American Express
 JCB
 Discover Network
 Nordstrom Gift Card or Nordstrom Notes® enclosed

Please, no checks, money orders, cash or CODs.

Total for New Items
 (Shipping is Free) Tax*
 Less Refund/Credit
 Total*

Account # _____

Expires _____ Signature _____

* If paying with a credit card, we can calculate the tax and totals for you. For items shipped to AZ, CA, CO, CT, DC, FL, GA, HI, IA, ID, IL, IN, KS, MA, MD, MI, MN, MO, NC, NJ, NV, NY, OH, PA, RI, SD, TN, TX, UT, VA or WA, please add all applicable local and state sales taxes.

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