

August 16th 2016

Dear Valued Suppliers,

Nordstrom for many years has requested our suppliers to attach 'Return Tags' to their items for specific departments prior to shipping to our DCs and Nordstrom.com (N.com). We would like to thank our supplier's who are already compliant with this process. We appreciate your partnership and the desire to ship fully compliant; we hope to see your compliancy continue.

In analyzing this compliance from our supplier's in Dept. 85, we have found many are not 100% compliant.. As a reminder for our Dept. 85 suppliers we require the attachment of this return tag prior to shipping. If your company has their own version of this tag we ask that you order and attach the Nordstrom return tag for our items.

A complete description of our hangtag policy and placement requirements can be found in both our FLS/Rack and N.com compliance manuals at www.nordstromsupplier.com. In the FLS and Rack manual see Section 4, sub-section Return Hang Tags and for Nordstrom.com see Section 5, sub-section Return Hang Tags.

While this return tag has not previously been requested from our Drop Ship suppliers, we are now asking for compliance within our Drop Ship program as well. This is necessary as a way of having a consistent customer experience regardless where the item is purchased. We will be adding this return tag policy to the DropShip manual and will be requiring compliance hence forth.

If you have any questions after reviewing our compliance documents, please feel free to reach out to our Floor Ready department for assistance. You can send your inquiries to frm@nordstrom.com or call 1-877-444-1313 Option 1.

Thank you for your swift attention to this matter and your continued partnership.

Warm Regards,

Nordstrom Floor Ready Management