

# NORDSTROM

## Nordstrom and Amazon.com to Provide Customers With an Additional Way to Shop Nordstrom Online

November 7, 2002

SEATTLE, Nov. 7 /PRNewswire-FirstCall/ -- Nordstrom, Inc. (NYSE: JWN) today announced the opening of the online Nordstrom store inside the newly launched Amazon.com Apparel & Accessories Store ([www.amazon.com/nordstrom](http://www.amazon.com/nordstrom)). The Nordstrom store at Amazon.com will provide customers with yet another way to shop Nordstrom's online offering, one of the most extensive selections of quality name-brand fashions, shoes and accessories on the web ([www.nordstrom.com](http://www.nordstrom.com)).

(Photo: <http://www.newscom.com/cgi-bin/prnh/20001011/NORDLOGO> )

"We are committed to offering customers one of the most extensive selections of name-brand fashion merchandise on the web," said Julie Bornstein, Vice President of eCommerce for Nordstrom Direct. "Amazon.com is clearly a leading online retailer and our relationship with them allows us the opportunity to present an outstanding selection of great merchandise to millions of additional potential customers."

The Nordstrom store at Amazon.com will include many of the same brands Nordstrom carries online, in their catalogs and in their stores including, City DKNY, Laundry, BCBG, Cole Haan, Stuart Weitzman, Kenneth Cole, Lucky Brand Dungarees, Nike USA, Kate Spade, Roxy/Quiksilver and Faconnable for men.

"We're thrilled to be working with leading merchants to provide our customers with the best apparel and accessory brands in one convenient store," said Jeff Bezos, founder and CEO of Amazon.com. "In time for the holidays, the new Apparel & Accessories Store gives customers the opportunity to shop for clothing and accessories with all the easy-to-use features they have come to expect at Amazon.com."

Customers will check out on Amazon.com and Nordstrom Direct will process and fulfill the order. If customers have any questions when shopping the Nordstrom store at Amazon.com, they will have the option of contacting Nordstrom directly by phone (1-877-566-7378) or by email ([amazon.contacts@nordstrom.com](mailto:amazon.contacts@nordstrom.com) ). Exchanges and returns are just as easy as when purchasing directly at [www.nordstrom.com](http://www.nordstrom.com). Customers can return or exchange Nordstrom merchandise easily through the mail, or at any Nordstrom store in the Customer Service department.

### About Nordstrom Direct

Nordstrom Direct, the e-commerce and direct sales division of Nordstrom, Inc., brings a 100-year history of customer service, selection, quality and value to the Internet and catalog business. Nordstrom.com was established as a subsidiary of Nordstrom Inc. in the fall of 1999 when it formally launched NORDSTROMshoes.com, the world's biggest shoe store. In 2002, Nordstrom.com was acquired by Nordstrom Inc. and renamed, Nordstrom Direct. Offering one of the most extensive selections of quality name-brand fashions, shoes and accessories online, the web site and catalogs are designed to meet the needs of each individual customer. Nordstrom Direct offers an enjoyable, convenient shopping destination, whether the customer is shopping online or by phone.

### About Nordstrom Inc.

Nordstrom, Inc. is one of the nation's leading fashion specialty retailers, with 143 US stores located in 27 states. Founded in 1901 as a shoe store in Seattle, today Nordstrom operates 88 full-line stores, 48 Nordstrom Racks, five Faconnable boutiques, one free-standing shoe store, and one clearance store. Nordstrom also operates 23 international Faconnable boutiques, primarily in Europe. Additionally, Nordstrom serves customers through its online presence at <http://www.nordstrom.com> and through its direct mail catalogs.

Nordstrom: Certain statements in this news release contain "forward-looking" information (as defined in the Private Securities Litigation Reform Act of 1995) that involves risks and uncertainties, including anticipated earnings, store openings and distribution channels, planned capital expenditures, and trends in company operations. Actual future results and trends may differ materially from historical results or current expectations depending upon factors including, but not limited to, the company's ability to predict fashion trends, consumer apparel buying patterns, the company's ability to control costs, weather conditions, hazards of nature such as earthquakes and floods, trends in personal bankruptcies and bad debt write-offs, employee relations, the company's ability to continue its expansion plans, and the impact of economic and competitive market forces, including the impact of the recent terrorist activity on the company, its customers and the industry. Our SEC reports may contain other information on these and other factors that could affect our financial results and cause actual results to differ materially from any forward-looking information we may provide.

Amazon.com: This announcement contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934. Actual results may differ significantly from management's expectations. These forward-looking statements involve risks and uncertainties that include, among others, risks related to potential future losses, significant amount of indebtedness, competition, strategic alliances and business combinations, seasonality, potential fluctuations in operating results and rate of growth, foreign-currency exchange rates, management of potential growth, system interruption, international expansion, consumer trends, fulfillment center optimization, inventory, limited operating history, government regulation and taxation, fraud and Amazon.com Payments, and new business areas. More information about factors that potentially could affect Amazon.com's financial results is included in Amazon.com's filings with the Securities and Exchange Commission, including its Annual Report on Form 10-K for the year ended December 31, 2001, and all subsequent filings.

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