

# NORDSTROM

## Nordstrom Offers Free Shipping and Returns Online Every Day

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SEATTLE, Aug. 29, 2011 /PRNewswire via COMTEX/ --

Seattle-based Nordstrom, Inc. today announced it is now offering customers free standard shipping and returns from Nordstrom.com -- every day, for online orders of every size. The company is broadening its online free shipping and returns policy to all customers in an effort to improve the online shopping experience.

Previously, Nordstrom offered free shipping for online purchases above \$200 or through special promotional offers. The new free shipping policy applies to Nordstrom.com orders shipped within the United States regardless of the amount or size of the orders.

"We're excited to offer free online shipping and returns every day to our customers through Nordstrom.com," said Jamie Nordstrom, president of Nordstrom Direct. "Free shipping is reflective of how customers increasingly want to shop online and we hope this change makes it easier and more convenient to shop with us. We look forward to adding more features and functionality as we continue to improve the online experience."

Free shipping and returns represents the latest effort by Nordstrom to provide a more compelling online experience. Other improvements Nordstrom has introduced include an enhanced mobile website launched in June to make it simpler for customers to shop using their smartphones, a "Search by Store" function on Nordstrom.com to enable customers to view available merchandise at nearby Nordstrom stores in real time, and shared inventory between Nordstrom stores and Nordstrom.com to improve merchandise availability for online customers.

### About Nordstrom

Nordstrom, Inc. is one of the nation's leading fashion specialty retailers. Founded in 1901 as a shoe store in Seattle, today Nordstrom operates 214 stores in 29 states, including 115 full-line stores, 95 Nordstrom Racks, two Jeffrey boutiques, one treasure&bond store and one clearance store. Nordstrom also serves customers through [Nordstrom.com](http://Nordstrom.com) and through its catalogs. Additionally, the Company operates in the online private sale marketplace through its subsidiary HauteLook. Nordstrom, Inc.'s common stock is publicly traded on the NYSE under the symbol JWN.

(Logo: <http://photos.prnewswire.com/prnh/20001011/NORDLOGO>)

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