

# NORDSTROM

## NORDSTROM MEN'S STORE NYC SERVICES FACT SHEET

### Style Experts

#### **Personal Stylists**

Our Nordstrom Personal Stylists are super friendly, and appointments are fast, free—and zero pressure. Our stylists can help with everything from a little fashion advice, to finding the perfect gift or a whole new wardrobe. It's the ultimate shopping convenience, designed to make shopping fun and effortless. Book an appointment online.

#### **Style Boards**

Style Boards is a convenient and personalized way of shopping anytime, anywhere. A Nordstrom Personal Stylist can create a digital Style Board with handpicked fashion recommendations sent to your mobile phone. You can view style picks and have a conversation through the app and purchase directly through Nordstrom.com.

#### **On-Site Alterations & Tailoring**

Nordstrom Men's Store NYC offers onsite alterations and tailoring services, with free, basic alterations for many full-price items. We even offer alterations on pieces you already own – just ask a salesperson for details, or simply book an appointment online. Express alterations are also available.

#### **Shoe-Shine & Sneaker Detailing**

Have your shoes professionally polished and cleaned on the spot or drop them off. A classic shoe-shine is \$5, boots are \$6 and golf shoes and sneakers are \$7. Located on the lower level.

#### **Certified Shoe Fitters**

In all of our shoe departments, our experts know what it takes for a perfect fit—even if your feet are two different sizes. Located on the lower level.

### Get It Your Way

#### **24/7 Order Online, Pick-Up in Store**

Shop Nordstrom.com to see items you can order and pick up from the Nordstrom Men's Store NYC. Complete your checkout online, and when your order is ready for pickup, you'll receive an email confirmation.

#### **Three-Hour Same-Day Delivery**

For \$20, items that are in stock in-store can be ordered online and hand-delivered to a customer's door (within certain zip codes). Customers can visit Nordstrom on the way to the office, dinner, or their next activity and we'll send the bags to their home, office, or hotel within 3 hours. In NYC, orders can be delivered to your home or office 24 hours a day.

#### **Express Returns**

Bring your in-store or online purchases to Nordstrom and drop them at our self-serve kiosks conveniently located at each entrance on street level.

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## **Personalization**

Heat-press a shirt, get custom embroidery on any item in-store, or get a hem while you wait – all in our Levi's Tailor Shop. Located on the street level near the 57th Street entrance.

## **Nordstrom to You**

Nordstrom to You is a service where we've put our store on wheels to bring styling, tailoring, deliveries and more right to a customer's door.

## **Relax & Refresh**

### **Clubhouse**

The Clubhouse is a stylish bar where you can treat yourself to a cocktail or glass of wine while taking in intimate views of Central Park and Columbus Circle. Hand-crafted cocktails made from global spirits and freshly squeezed juices showcase the coveted passion of the clubhouse's expert mixologists. Sample comfort snacks that are carefully selected with seasonality in mind, including warm toasts, indulgent melts and a signature Crab Roll developed by Nordstrom Chefs. Bring a group, meet with your stylist, or do both! Located on level two.

### **Coffee Shop**

The coffee shop is a collaboration between Nordstrom Specialty Coffee and Toby's Estate Coffee, a small batch coffee roaster based in Brooklyn. Enjoy espresso drinks, single-origin coffee and unique blends from both Nordstrom custom label coffees and Toby's Estate Coffee, at a variety of roasts. Skilled baristas will prepare handcrafted espresso drinks as well as pour over, Chemex, and Kyoto Brewed Coffee; Nitro Cold Brew on tap; seasonal artisan drinks and iced and hot tea selections. As an added twist, the coffee shop also offers draft beer on tap and coffee cocktails. Located on the lower level.

## **Making Shopping Easy**

### **Cell-Phone Charging Kiosk**

Our complimentary charging locker offer various types of cords so you can charge your cell phone or tablet while you shop or dine at the store. Located on level two.

### **Free Wi-Fi**

Stay connected while you shop (because everyone needs to see those kicks you're trying on!)

### **Gift Cards**

Give the card that gives. We donate 1% of all Gift Card sales to local nonprofits in our communities.

### **Complimentary Gift Boxes**

Our signature silver gift boxes are free with your purchase –simply ask a salesperson.