

# Nordstrom COVID-19 Update

## Sharing Our Latest Update

### We've Reopened Our Stores at Selected Locations

Your health and the health of our employees are our priorities. More than anything, we want you to feel safe and comfortable when you're shopping with us. We're making updates to our stores and the way we serve you to create a store environment that's safe for everyone. We appreciate your understanding as we work to do so—we're better together and can't wait to welcome you back.

### **Nordstrom is committed to protecting the health and safety of our employees, customers and communities.**

While our U.S. and Canada stores are currently closed to help slow the spread of COVID-19, we're looking forward to reopening our stores at selected locations. As cities and states begin to share their plans to reopen, [here's an update](#) on how we're thinking about our stores.

We remain open and ready to serve you through [our apps](#) and online at [Nordstrom.com](#), [Nordstromrack.com](#), [HauteLook](#) and [Trunkclub.com](#). At selected stores, **we're offering safe, contactless curbside services for online orders as local regulations permit. Due to increased volume and the impact of COVID-19, we are experiencing delays in returns processing, and your order may take longer than usual to arrive. Additionally, our call centers are experiencing a high volume of customer calls and wait times may be longer than usual.**

We are living in very difficult times and there are many unknowns. What we do know is we have been around for 119 years, and the strength of our culture and the loyalty of our customers are what have sustained us through tough times. As a family-run company, we consider our employees and customers part of our family. We are here to serve you and to support you, and we will get through this together.

We are taking steps to support our employees who are not working at this time, and we are taking precautions to create a safe work environment at our distribution and fulfillment centers that remain open. We are also looking at unique ways to help in our communities and highlighting how others can join together to make a difference. Read on for answers to [frequently asked questions](#) and to learn more about our ongoing efforts.

<https://shop.nordstrom.com/c/nordstrom-covid-19-hub> - **check out the video of what they are doing!**

### Shipping & Pickup

#### **Are stores currently open?**

We've continued to follow updates on COVID-19. Based on the latest guidance, to help do our part to slow the spread of the virus, we've made the decision to temporarily close our stores.

**Can I still shop online?**

Yes! Nordstrom.com and the Nordstrom app are available and ready to help you find what you need during this time. As always, we offer free shipping for online orders.

**Can I pick up my online order?**

We're offering safe, contactless Curbside Pickup for online orders at selected stores, as local regulations allow. Contactless Curbside Pickup is available from 11am-5pm daily. To place an order for pickup, look for the "Buy & Pick Up" option or select "Curbside Pickup" at Checkout. We'll notify you once your order is ready for pickup—and when you arrive, we'll bring your items directly to the trunk of your car.

**How does safe, contactless Curbside Pickup work?**

Select "Curbside Pickup" when you place your order online, and we'll send an email or notification that your order is ready for pickup. At the store, drive up to the designated area and call the store phone number or tap "I'm here" in the app to let us know you've arrived. Our team member will ask for your order information and the make, model and color of your car. We'll walk the order outside and place it directly in your car's trunk, remaining at a safe distance.

For everyone's safety, we ask that any questions or concerns with your order be handled over the phone.

**Why is my shipment delayed?**

We appreciate your patience with the shipping delays. Due to increased order volume and the impact of COVID-19, it may take longer than usual for your order to arrive. We are working to get orders out to you as quickly as possible. Keep an eye on your email for all order updates. We'll send an email to you as items in your order ship, or if there are updates on the status of your order.

**Where's my order? Why isn't there a tracking number yet?**

We appreciate your patience. We are working to get orders out to you as quickly as possible.

Tracking numbers for your order shipments become available once our carrier partners pick up the packages for delivery. We'll send an email to you as items in your order ship, and this will contain a link to the most up-to-date tracking information for your order. You can also check your [order status](#) to get the latest shipping and tracking info.

**Can I delay my shipment?**

Once your order is placed, we start working on it right away. At this time, we are unable to delay or hold shipments.

**How do I cancel my order?**

Unfortunately, we're unable to change or cancel an order after you've placed it. If you decide not to keep your items, you can always return them by mail or in store at a later date. Currently, we're only accepting returns by mail using our prepaid shipping label. Nordstrom returns are always free. If we have to cancel your order for inventory or other reasons, we'll notify you as soon as possible. Your credit card will not be charged if we are unable to fulfill and/or cancel your order for any reason.

## Returns

**What is your return policy?**

Nordstrom does not have a set time frame for returns. We handle returns on a case-by-case basis with the ultimate objective of making our customers happy. We stand behind our goods and services and want customers to be satisfied with them. We'll always do our best to take care of customers—our philosophy is to deal with them fairly and reasonably. If you do return items, we'll apply the refund to the tender they were purchased with. If no record of sale is available and we choose to provide a refund, your personal identification will be required to process the return, and the return will be provided at current price on a Nordstrom Gift Card. Please visit [Nordstrom Rack](#), [HauteLook](#) and [Trunk Club](#) to learn about their return requirements.

**How do I return my items if stores are closed?**

You can return items purchased in store or online by mail at this time, or to any Nordstrom store at a later date when stores have reopened. Nordstrom does not have a set time frame for returns. [Start your return online](#) and print a prepaid shipping label.

Due to an increased volume of returns and the impact of COVID-19, we're experiencing processing delays and anticipate returns and/or refunds will take longer than our usual 14 business days.

**How do I return my items ordered online?**

Return your items by mail using the prepaid shipping label included in your shipment. Include the invoice with your items, place the prepaid shipping label on the outside of the box and take your package to the nearest USPS drop-off location. If you don't have an invoice or return label, you can [start the return process online](#) and print a prepaid shipping label.

Due to an increased volume of returns and the impact of COVID-19, we're experiencing processing delays and anticipate returns and/or refunds will take longer than our usual 14 business days.

## Our Employees

### **What is Nordstrom doing to help store employees?**

During this time of great uncertainty, we're making decisions to best position Nordstrom for our employees, customers and communities. We're providing three weeks of pay to store employees who are unable to come into work as a result of the temporary store closure. We're also providing them with benefits through June, along with other resources they may need. Where possible, we're enabling employees to sell to customers remotely using our digital styling tools.

### **Are fulfillment and distribution centers still open?**

Our distribution and fulfillment centers, as well as small teams of in-store fulfillment, remain open where permitted by local governments. This enables us to continue serving customers online and through our apps. We appreciate their commitment to serving customers and are grateful for their dedication. We're continuing to pay close attention to all local regulations and will take steps to remain in alignment with those, including closing facilities where needed.

### **What is being done to protect fulfillment and distribution center employees and those fulfilling orders in your stores?**

The health of our employees is a priority, and we take seriously the responsibility we have to create a safe work environment. We've put additional precautions in place, including additional cleaning, adjustments to allow for social distancing between employees and resources to help them stay healthy. If employees feel unwell, we are directing them to stay home and have implemented quarantining where appropriate. Given these steps, and guidance provided by local and national health experts, we feel confident our facilities continue to be safe workplaces for our people.

### **What is Nordstrom doing to respond to COVID-19?**

To help do our part to slow the spread, we have temporarily closed our stores. We've directed many employees to work from home if they're able and have paused all business travel. We're implementing increased cleaning and reminding our employees how to stay healthy. Where needed, we're directing employees to quarantine.

## Additional Questions

### **Are price adjustments available for items purchased online?**

If we (or a selected competitor) mark down the price of an item you've already purchased, we will gladly adjust the sale price at your request within 14 days of your shipment date. Price adjustments do not apply to items included in Limited-Time Savings or Extra Savings events. [See price adjustment details.](#)

### **Are price adjustments available for items purchased in stores?**

We completely understand wanting to take advantage of the best deal possible. For items purchased at our stores, we recommend contacting your store once it reopens. The decision on the adjustment will be considered and taken care of at that time.

### **What should I do if I had alterations being completed?**

We apologize for the inconvenience. If you have completed alterations and the store is currently closed, you will need to wait until our stores reopen. If safe, contactless Curbside Pickup [is available at your store](#), you may be able to pick up your completed alterations. Please call your store for information.

### **I usually make my Nordstrom credit card payment in the store. How can I make my payment now since stores are closed?**

You can make a payment by signing in to [Nordstromcard.com](#), [texting](#) "Hi Nordstrom" to 85224 (message and data rates may apply), or calling the number on the back of your card.

### **I'm struggling to make my Nordstrom credit card payment. Do you offer any "grace period"?**

We have support in place for qualified cardmembers who are experiencing hardship related to COVID-19. Please call the number on the back of your card so we can help you with available options.

### **How will I know when stores reopen?**

We are closely following announcements and updates around COVID-19, including direction from local authorities. We'll be sure to communicate information on our website. You can also subscribe to our emails for updates. When stores are reopened, we suggest calling the store before planning your next visit. All phone messaging will be updated with store-opening details.

### **Where can I find answers to my questions about Nordstrom Rack, HauteLook and Trunk Club?**

Please visit our [Nordstrom Rack FAQ](#), [HauteLook FAQ](#) and [Trunk Club FAQ](#).