

Supplier Compliance FAQs

1. What are the compliance requirements? How can I make sure my brand is up to date on all compliance requirements?

Response: All requirement updates are published on [Supplier Compliance Website](#). The main page provides announcements and any compliance updates.

To stay up to date, please email your merchants any changes to company contacts.

2. How can I prepare to ship my orders to Nordstrom?

Response: To prepare to ship, the Supplier will need to follow the VAS (value-added services) and packaging requirements set by business channel outlined in Supplier Compliance Website.

Helpful Link: [Supplier Quick Reference Guide](#) outlines the orders of operation the supplier will need to follow to prepare to ship.

3. My order is ready to ship where do I go for routing instructions?

Response: Please reference the [Routing Guide](#) for shipping direction. Any question on the Routing Guide please email traffic@nordstrom.com.

4. How can I get more information on RFID Ticketing requirements?

Response: Please review [RFID Specification](#).

5. How can I contest a chargeback?

Response: Collect proof of compliance for the relevant PO that incurred the violation. Send documentation to the correct contact, as noted in [Deduction Documents Codes & Contacts](#).