

BUSINESS BASICS



NORDSTROM

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Partnership Strategy

Vendor/supplier relationships have always been a very valuable part of our business. We are dedicated to ensuring that our supplier standards are in conformity with those of the retail industry as a whole. We support Industry-wide technologies that utilize Universal Product Code (UPC)/International Article Number (EAN), Electronic Data Interchange (EDI), and GS1 US standards (includes those formerly known as VICS).

The use of these technologies allows the flow of merchandise through the supply chain, facilitating a rapid transfer of goods from our partners to our customers. This, in turn, allows Nordstrom to continue to build a more successful and mutually profitable partnership with our suppliers.

Industry Standard References

The following organizations serve as valuable resources for companies seeking information about EDI implementation:

UPC Ticket Format and Ticketing Guidelines	Apparel & General Merchandise EAN/UPC Tag Format & Placement on www.gs1us.org
GS1 US (formerly VICS) EDI Mapping Guidelines	GS1 General Specification document for GS1 US Standards
NRF Color & Size Codes	Standard Color and Size Codes handbook by the National Retail Federation (NRF) www.nrf.com 202-783-7971

How to Use Our Standards and Manuals

Our standards and manuals are intended to outline the basic business standards our vendor/supplier partners must follow when doing business with Nordstrom. This manual contains our merchandise technology, purchase order, and accounts payable policies.

Distribution and transportation information can be found in the [Routing Guide](#) found on www.nordstromsupplier.com.

Future Updates and Communications

Nordstrom Supplier Standards and Manuals can be viewed or downloaded from our website, www.nordstromsupplier.com. Review this site frequently for updates on our 'splash' page. Email or letter communications are also available under 'Vendor Communications' on the homepage.

Note: The information in these manuals are updated regularly and can change without notice. It is not recommended for suppliers to print any of Nordstrom's manuals but to refer to the online versions which can be found at www.nordstromsupplier.com to ensure the most current information is being used.

Nordstrom Supplier Contact Information

Questions should be directed to the correct team on the Nordstrom Supplier Hotline or by reviewing the [Supplier Resources & Contacts](#).

Supplier Hotline (877-444-1313) between the hours of 8:00 AM and 4:00 PM Pacific Standard Time, Monday through Friday with the exception of US holidays.

- **Floor Ready Management**, select **option 1** or email frm@nordstrom.com
For inquiries regarding: Hangers, Tickets, Packaging, Carton Size, Carton Labels and ASN questions
- **EDI Setup**, (non-technical) email edisetup@nordstrom.com - For further assistance via phone, please request an appointment through email for a Specialist to connect with you. For inquiries regarding: Non-technical EDI Setup (dropship suppliers email dsonboarding@nordstrom.com)
- **EDI Group**, select **option 3** or email edi.group@nordstrom.com
For inquiries regarding: Transmission of Data, EDI Mapping, FA Research and Missing PO (for initial EDI Setups contact EDI Setup team).
- **Transportation & Routing**, select **option 4** or email traffic@nordstrom.com
 - email traffic@nordstrom.com* for questions after reviewing the [Routing Guide](#) found on www.nordstromsupplier.com
 - select **option 2** for questions regarding a Volume Load Pick Up; to **schedule** email volumeload@nordstrom.com
 - select **option 3** for questions regarding Freight Agreements
 - select **option 4** for questions regarding Freight Chargeback

* **Note** for routing information use the [Routing Guide](#):

 - Go to the State Page that you ship from; find carrier to use by weight, by either totaling for all DCs or by DC
 - Go to the Carrier Page for BO: and contact information to request your pickup
- **Accounts Payable**, select **option 5** – contact information found on <http://portal.nordstrom.com>
For inquiries regarding the amount or timing of invoices, checks, claim cost differences, or any other accounts payable related issues and charges, visit Nordstrom's AP Vendor Inquiry at <http://portal.nordstrom.com> first. If after using the web, you still need assistance, send your inquiry and web findings to the corresponding Vendor Representative in our Accounts Payable Department. For a listing of the Accounts Payable Vendor Reps, see the 'Contact Us' section of the website.

Supplier Portal Contact Information

For initial access to the Portal (<http://portal.nordstrom.com>) or having problems with access, email web.admin@nordstrom.com.

Supplier Sales Reporting Contact Information

For access, access issues and general inquiries for Nordstrom sales data via the Supplier Sales Reporting (<https://partner.nordstrom.com>) email supplier.reports@nordstrom.com. **NOTE:** There is a **\$100 fee** per supplier to access this information. (Currently does not support NRHL)

Floor Ready & EDI Non-Compliance Offset Fee Correspondence

Expense offset fee disputes must be inquired within 60 days of the document date, not payment/check date. Suppliers should inquire weekly after reviewing their offset fees on the Supplier Portal <https://portal.nordstrom.com> emailing the Offset Fees shared mailbox offsetfees@nordstrom.com. Do not accumulate offset fees for inquiry on monthly, quarterly basis as we can only research up to 60 days. Pictures of non-compliance are not provided.

Nordstromrack.com | HauteLook (NRHL)

- **NRHL:** For inquiries regarding shipping notices, packing slips and delivery: shipping@hautelook.com
- **NRHL** Submit invoices to: MerchAP@nordstrom.com
- **NRHL:** All account inquiries should be sent to: MerchAP@nordstrom.com
- **NRHL EDI:** Technical / Transmission questions: edi@hautelook.com

Requirements and Responsibilities Summary

The Nordstrom Supplier website includes requirements for suppliers doing business with Nordstrom:

- Adhere to Purchase Order Terms and Conditions
- Create and use EDI documents using the GS1 US (formerly VICS) EDI guidelines and the Nordstrom mapping guides
- Advance Ship Notice (ASN) must transmit 100% accurate and must match both shipment and PO down to the Store / SKU level
- Utilize the NRF color and size codes
- All suppliers (EDI & Non-EDI) must maintain an accurate, updated electronic UPC catalog via OpenText | GXS or InterTrade, our 3rd party service providers
- Follow Nordstrom specifications for supplier UPC/Price ticketing, including UPC or EAN bar code
- Nordstrom retail (MSRP OK if it matches PO retail) on all tickets (excludes Nordstrom.com and Nordstromrack.com | HauteLook)
- Comply with Accounts Payable requirements for submitting invoices and related correspondence
- Mark all cartons with corresponding valid, GS1-128 shipping container labels if EDI Compliant
- Use GS1 US (formerly VICS) Floor Ready Hangers in all applicable merchandise
- Pack the merchandise per Nordstrom's packaging instructions
- Follow our Routing Guide, using only approved carriers
- Provide Automatic Replenishment/Quick Response programs on replenishment items as requested
- Review Supplier Standards regularly on our website for updates
Supplier contact information must be kept up-to-date; send an email with current contacts and email addresses to Floor Ready Compliance frm@nordstrom.com whenever necessary; address updates can be sent to vendor.desk@nordstrom.com
- **Nordstrom.com:** Internet item selection: all items chosen for any catalog titles are also offered for sale on the [Nordstrom](http://Nordstrom.com) website
- **Nordstrom.com:** Exclusive catalog styles - styles selected for any catalog titles must not be sold to any other catalog
- **Nordstrom.com:** Cooperative advertising - all suppliers doing business with Nordstrom.com must pay 3% of the total cost of all purchases to advertising. This contribution serves to support the quality of the presentation of all merchandise, which is advertised nationwide. Advertising includes the listing of a supplier's name in catalog or Internet copy
- **Nordstrom.com:** Customer returns due to manufacturing defects - all merchandise with manufacturing defects returned by customers will be claimed back to the supplier. Defective merchandise will be returned to the supplier when it is received from the customer, even if this occurs after the 'selling season.' This agreement is intended to simplify the claims filing and resolution process and, most importantly, to facilitate the equitable resolution of claims

Nordstrom Partnership Guidelines

STANDARDS FOR OUR BUSINESS SUPPLIERS

At Nordstrom, we recognize that our success is based on the quality of our relationships with customers, employees, agents, suppliers and communities. To maintain the high caliber of these relationships and to achieve our goal of always providing the best-value product in the most equitable manner, we have established standards for our business suppliers. In communicating these guidelines, we hope to identify potential suppliers who share our commitment to quality products, quality business principles and quality community relationships.

We will only engage business suppliers who demonstrate a commitment to contribute to the improvement of working conditions and strive to meet our requirements stated in the [Nordstrom Partnership Guidelines](#) found on the left sidebar of www.nordstromsupplier.com.

Vendor Administered Quality Procedures

Vendors are responsible for shipping first quality merchandise. In order to ensure that only first quality goods are received in our facilities, we recommend that suppliers use an integrated total quality program:

- Incoming materials inspection and testing
- Statistical in-process auditing
- Final 100% inspection
- Final statistical auditing of each production lot after packaging

For the final audit, we recommend that you use the Single Sample Plan Level II (Normal), Acceptable Quality Level 4.0. Measurement of the product must be included in the inspection and auditing process.

Defective Claims - Nordstrom Quality Center (NQC)

The NQC issues defective claims and these claims can be identified by the “NQC” prefix, ending in **187**.

A claim receipt details the merchandise disposition as defective on a rolling month to date. This is an automatic deduction once the claim receipt is systematically generated. When a claim receipt is generated it is passed to the supplier via email. We recommend a representative from the supplier visit our facility to review our operation and inspect or sample the defective product.

Information on claim copies and POD

To better serve the supplier’s account, suppliers are requested to follow the instructions listed below for claim inquiries. This will allow for research and a response in a timelier manner.

Claim Inquiries must be submitted in writing or emailed:

Mail to: Nordstrom Quality Center
1000 Andover Park West
Tukwila, WA 98188 (unless otherwise noted)

Email to: NQCChargeBacks@nordstrom.com

Include:

- Vendor Number and Name
- Inquirer
- Phone
- Message

Claim copies and requests for Proof of Deliveries (PODs)

- Discrepancies on returns (price/pieces) – send claim copy, reference any related invoices and PO numbers, note number of cartons received and give a brief explanation
- Discounts on return claim disputes – These are paid back on Accommodations only. For defective claim since no handling fee is charged to offset our cost for returning the merchandise, we do not refund any discount

NORDSTROM HAS A 12-MONTH* TIME LIMIT ON ALL INQUIRIES *EXPENSE OFFSET FEES HAVE A 60-DAY INQUIRY LIMIT

Shipping Requirements

When defective merchandise is shipped back the supplier is to either provide their **UPS shipping number** or have a **Call Tag issued** for merchandise pick up. The return will have a packing slip with the merchandise. To inquire about these claims, contact the NQC NQCChargeBacks@nordstrom.com.

Note: AP does not have **NQC 187** claim copies or **POD** information for these claims. Inquiries without proper supporting documentation in the required time frame will not be addressed.

Children's Safety Requirements

All children's garments, toys, jewelry, bedding, etc., must be tested for safety. All children's items sold to Nordstrom must conform to existing U.S. laws and regulations and to any additional Nordstrom requirements. Product that do not meet these standards will fail the quality audit, resulting in offset fees.

Federal Resources

- American Society for Testing & Materials ([ASTM](#))
- Code of Federal Regulations ([CFR](#)),
 - Snug Fitting Requirements ([CFR 1615.1](#)),
- Federal Trade Commission ([FTC](#))
- U.S. Consumer Product Safety Commission ([CPSC](#))
 - Soft Bedding, [112732/5049](#) and [99/99091](#)

Children's Product Testing Guidelines (Children's Jewelry, Hair Accessories and Watches)

Nordstrom expects all of its suppliers to comply with the applicable laws and regulations of the United States and those of the respective country of manufacture or exportation. Nordstrom suppliers are expected to review, understand and comply with these laws and regulations. In addition, for children's jewelry and other accessories, Nordstrom suppliers are expected to comply with the **Standard Specification for Consumer Product Safety for Children's Jewelry** ([ASTM F 2923-14](#)) and the **Washington State Children's Safe Products Act** ([RCW Chapter 70.240.020](#)), which place standards on cadmium and other hazards that may be found in those products.

Nordstrom Safety Requirements

An outline of federal standards and Nordstrom safety requirements is available on our [Product Integrity](#) page on www.nordstromsupplier.com/NPG. Under the Children's Apparel category, click on the information below about the following children's safety issues:

- [Drawstrings, ribbons and bows](#)
- [Sharp points](#)
- [Small parts](#)
- [Restricted or Banned Substances](#)
- [Flammability](#)
- [pH](#)
- [Soft bedding](#)

This information and more can be found on the OSHA Brief: [Hazard Communication Standard: Safety Data Sheets](#) found on the [OSHA](#) website.

Hazardous Materials

Safety Data Sheet (SDS): A completed [SDS](#) must be filled out once for each UPC/style and sent to 808traffic@nordstrom.com prior to shipping 'hazardous materials'. These will be kept on file.

There is a link to an example SDS Sheet above. All sections must be completed including:

- Transportation
- Identification
- Hazard(s) identification
- Fire-fighting measures
- Accidental release measures
- Physical and chemical properties
- Disposal considerations

A hazardous material is defined as a substance or material that has been determined by the Department of Transportation to be capable of posing an unreasonable risk to health, safety and property when in transportation. Materials that are hazardous to the environment (i.e., hazardous substance, hazardous wastes, and marine pollutants) are also regulated.

Hazardous Materials include but are not limited to many home surface cleaners, cosmetics, home diffusers, aerosols, anything containing a lithium battery. Liquid hazardous material items must have the cap sufficiently sealed to prevent possible loosening or leakage during transportation (such as heat seal or other secondary means of closure).

Example: Are there a lithium button cells or batteries in the watch? If no, ship merchandise as normal; if yes, provide as much of the following information as possible on the SDS:

- The product data sheet on the battery
- The manufacturer, type and model number
- Any warranty info and specs on types of replacement batteries which would be acceptable

It is the responsibility of the person who initiates the shipment of a material to determine (or seek assistance to determine) if the material meets the definition of a hazardous material. Each vendor, prior to shipping product to Nordstrom, is required to know if the product meets this definition. Nordstrom requires an SDS sheet that includes the completed transportation section for any product that meets this definition and is therefore regulated as a hazardous material by the DOT be sent to us prior to shipping the product to any of our facilities.

Transportation of Lithium-ion, Lithium Metal or Rechargeable Batteries ([Lithium Battery Communication](#))

The Department of Transportation ([DOT](#)) Pipeline and Hazardous Materials Safety Administration ([PHMSA](#)), in consultation with the Federal Aviation Administration ([FAA](#)), has modified the requirements governing the transportation of batteries containing lithium-ion or lithium metal or rechargeable batteries. This final rule revises hazard communication and packaging provisions for lithium batteries and harmonizes the Hazardous Materials Regulations (HMR) with applicable provisions of the United Nations (UN) Model Regulations, the International Civil Aviation Organization's ([ICAO](#)) Technical Instructions for the [Safe Transport of Dangerous Goods by Air](#) and the International Maritime Dangerous Goods ([IMDG](#)) Code.

The HM224F affects the process of how we ship merchandise to our customers. Full details of these requirements are available at [PHMSA](#) website reference '[79 FR 46011 – Final Rule](#)'. Nordstrom requires the following information be provided prior to shipping these batteries to Nordstrom:

- Company name, address & contact info
- Product name
- UPC
- Number of Batteries inside item
- Number of Batteries outside item
- Battery Type
- Watt Hours per battery or cell
- Number of Grams per battery
- Battery passed UN Testing Criteria ([UN38.3](#))
- Number of Batteries Shipped Outside the Product
- Hazmat UN Number

Labeling Requirements

Nordstrom requires that all labeling meet current U.S. Federal Trade Commission ([FTC](#)) requirements and be in compliance with all U.S. Customs Service regulations. It is the responsibility of the supplier to understand and apply all labeling rules and requirements. For further information about federal labeling requirements contact the [FTC](#) website or call (202) 326-3553

Textiles, Wool and Fur

Information about other labeling requirements for textiles, wool and fur (including fiber content, country of origin, etc.), consult the FTCs [Textile Products Identification Act](#) and the FTCs Facts for Businesses: [Threading Your Way Through the Labeling Requirements Under the Textile and Wool Acts](#).

Apparel

It is imperative that any apparel product sold to Nordstrom be correctly labeled with the following information:

- Country of origin
- Fiber content
- Company Name or Registration Number (RN#)
- Complete and accurate care instructions

Care Instructions: Consult the FTC's Facts for Businesses: [Clothes Captioning: Complying with the Care Labeling Rule](#).

Miscellaneous Apparel Labeling Points:

- **Button Bags:** A paper button bag is preferred to plastic. It is encouraged to affix extra buttons to the inside seams of garments
- **Dye Lots:** Nordstrom.com buyer may require suppliers to identify dye lots on their labels. Suppliers will receive advance notice if it is necessary
- **Vendor Logo Labels:** Vendor logo labels must be legible and permanent

Footwear

It is imperative that any footwear product sold to Nordstrom be correctly labeled with the following information: Country of Origin; Content (if textile or leather) and shoe size. Size can be stamped in the sole, printed/stamped in the shoe upper; or an adhesive label can be used if not be easily removed. For additional information about footwear labeling resources and Nordstrom policy, consult www.nordstromsupplier.com/NPG/productintegrity.html (click on 'Quality & Manufacturing' and then 'General Labeling Requirements').

Accessories

It is imperative that any accessories product sold to Nordstrom be correctly labeled with the following information:

- Country of origin
- Content (if textile or faux leather)
- Complete and accurate care instructions (excluding handbags and hats)

Jewelry

For Jewelry see the FTC's [Jewelry Guides](#). Information about the care and cleaning of jewelry items is available at the websites of the American Gem Trade Association ([AGTA](#)) and the Gemological Institute of America ([GIA](#)).

Food/Perishables

Nordstrom requires its suppliers to fully comply with all applicable Federal, State and local laws. Specific examples include, but are not limited to: the [Federal Food, Drug and Cosmetic Act](#), the [Consumer Product Safety Act](#), [California Proposition 65](#), etc. Examples of FDA-regulated Foods are:

- Food and food additives for man or animals
- Dairy products and shell eggs
- Dietary supplements and dietary ingredients
- Raw agricultural commodities for use as food or components of food
- Infant formula
- Canned foods
- Beverages (including alcoholic beverages and bottled water)
- Live food animals
- Fruits and vegetables
- Bakery goods, snack food, and candy
- Fish and seafood

Wool

Any product made from or that contains wool must comply with the Wool Products Labeling Act and Rules (exceptions include rugs, carpets and upholsteries). They must disclose wool fibers by percentage of weight; indicate the name of manufacturer or RN number and the label to show the country where wool product was processed or manufactured in accordance with the requirements of the Wool Act and Rules.

Bamboo

Products can only be marketed as 'bamboo' if they are made from actual bamboo which has only been mechanically processed. For example, hard goods that are made of the bamboo plant can be labeled and marketed as a bamboo product. Apparel and other textile products that are made from fibers derived from bamboo must be correctly labeled as '*rayon from bamboo*' or '*viscose from bamboo*,' or even more simply as '*rayon*' or '*viscose*.'

Made in the USA

For product to say '*Made in USA*,' all or virtually all of the product must be made in the US (i.e., made from US parts and assembled in the US). Manufacturers are responsible for making sure that products labeled and marketed as '*Made in the USA*' meet the requirements to make that claim or are properly qualified. A product that has been '*Assembled in USA*' does not necessarily mean that the product has been '*Made in USA*.'

California Proposition 65

Suppliers should be aware that merchandise delivered to any of our distribution centers, fulfillment centers, or stores may be sold in California and may be subject to California's Proposition 65 requirements. Nordstrom expects all suppliers, regardless of size or location, to comply with Proposition 65. If a supplier's merchandise requires a Proposition 65 warning, the supplier must deliver such merchandise to Nordstrom with the necessary label or warning affixed to the product or consumer packaging. Nordstrom will not assume responsibility for labeling merchandise or displaying in-store signage on behalf of a vendor.

For more information, visit the '[Consumer Product Safety & Prop 65](#)' page on www.nordstromsupplier.com.

Fur and Faux Fur Labeling

Every fur and faux fur product you sell to Nordstrom must comply with state and federal laws and regulations on fur and faux fur labeling. Nordstrom expects you to properly label all fur and faux fur products including footwear, accessories, handbags, hats, scarves, wraps, gloves, pillows, throws and rugs. [Fur Labeling Vendor Communication](#)

Real Fur – Products containing real fur (including shearling, calf hair and pony hair) must be labeled with:

- The name(s) of the animal(s) that produced the fur
- The country of origin of any imported furs used in the fur product
- Indicating that the fur is '100%' or 'Natural' is not an acceptable substitution for the words 'Real Fur' or 'Genuine Fur'
- All other information required by fur labeling and other applicable regulations

Note: Nordstrom does not accept any products made from or containing Asiatic Raccoon (raccoon dog or finn raccoon) fur; Nordstrom only accepts raccoon fur originating from North America.

When fur product is set-up in our systems, suppliers will be asked to provide a letter from the furrier certifying the following information:

- Common name of the animal
- Genus and species of the animal
- Country of origin of the fur
- Country of manufacture of final product (e.g., 'Made in')
- VPN (Vendor Product Number/Style) of the fur product

Faux Fur – Products containing Faux Fur must be labeled with:

- The words: 'Faux Fur'
- All other information required by the textile and/or wool labeling and other applicable regulations

Non-Compliance

Vendors not meeting these labeling or content requirements are subject to RTVs, fees and/or offset fees, at Nordstrom's discretion, pursuant to our PO terms and conditions (T&C). Items that are not labeled in accordance with all current U.S. laws and regulations will fail the Nordstrom.com quality audit. In addition, the PO T&C require vendor/suppliers to defend and indemnify Nordstrom against any claims, fines, or lawsuits arising from product issues such as these labeling requirements. Nordstrom does not provide pictures of non-compliance.

Suppliers are responsible for complying with all regulations for all states and countries. Below are helpful links, but are not an all-inclusive resource:

[Federal Textile and Wool Acts](#), [Federal Fur Product Labeling Act](#), [New York](#), [Massachusetts](#), [New Jersey](#) and [Delaware](#)

Photo Sample Requirements

Suppliers are must provide samples for photography that accurately depict the production item and must be made of production quality fabric/material.

Photo Sample when requested without a PO – Keep in mind the following when sending photo samples to our photo studios:

- The Product Coordinator will provide you with photo sample due dates, sample size preference and shipping location.
- Photo samples are considered a cost of doing business. Nordstrom.com should not be invoiced for samples or their shipping cost.
- Photo sample shipping box size may differ from the required box size for bulk shipments.

Photo Samples when requested using a PO

- Suppliers will follow the shipping location indicated on the PO
- Follow supplier guidelines as listed in our standards documents: Business Basics, Packing, Tickets, Hanging and Packaging & Labeling
- Photo sample shipping box size may differ from the required box size for bulk shipments

SECTION 3

EDI REQUIREMENTS

Electronic Data Interchange (EDI) is industry standard and Nordstrom requires all supplier to be EDI enabled within **60 days** of set-up. There are many benefits to EDI: increased speed to market, improved accuracy, higher efficiency and overall cost savings. Suppliers must send or receive each of the required documents listed below or expense offset fees will be assessed.

Third Party EDI Providers

Below is a list of 3rd party providers that Nordstrom has had success within the past (this list does not represent an endorsement nor is it intended to limit supplier choices). Suppliers using one of these proven providers will be enabled for EDI production without going through testing:

Provider Name	Contact	Phone	Website	Email	Additional Resources
DiCentral	Sales	281-480-1121 option 4	www.dicentral.com	sales@dicentral.com	Click here to learn more
eZCom Software Inc.	Sales	201-731-1800	www.ezcomsoftware.com	sales@ezcomsoftware.com	Click here to learn more
Innovative Systems	Matt Sperr	949-707-1560	www.isllc.com	edisupport@edidirect.net	
OpenText/GXS/Inovis	Sales	877-446-6847	www.opentext.com	support@opentext.com	
Roundhouse Group	Stuart Fishman	212-244-8081	www.roundhousegroup.com	sales@roundhousegroup.com	
Spring Systems	Sales	888-275-2160	www.springsystems.com	getstarted@springsystems.com	Click here to learn more
TradeLinkOne	U.S. Sales	203-876-1301	www.tradelinkone.com	Erich.kranz@tradelinkone.com	Click here to learn more

Note: Suppliers are free to use any 3rd party EDI provider or to do in-house EDI, however testing through OpenText Compliance Link is required, contact edisetup@nordstrom.com for non-technical EDI setup & testing questions. **After initial setup any changes to your EDI (both in-house or 3rd Party) must be communicated immediately to EDI Setup at edisetup@nordstrom.com.**

Required Electronic Documents

The following are the types of electronic data Nordstrom uses:

810	Invoice	4010VICS
850	Purchase Order	4010VICS
856	Advance Ship Notice with related GS1-128	4010VICS
997 [#]	Functional Acknowledgement	4010VICS

Optional EDI Documents:

820	Payment Order / Remittance Advice	4010VICS
850 FR	Purchase Order Full Replacement (Rack Only)	4010VICS
852	Product Activity data	4010VICS
855*	Inbound Purchase Order/PO Acknowledgement	4010VICS
860	PO Change	4010

#997 is sent within 24 hours indicating only that the file was received; it does not validate document usability | *855 requires merchant approval

Notes:

- **Drop Ship Suppliers:** drop ship orders please use the requirements found in [Nordstrom.com Drop Ship Manual](#) & the [NRHL Drop Ship Manual](#)
- The 997 (functional acknowledgment) is sent within 24 hours indicating only that the file was received; it does not validate document usability
- Sales data is available via <https://partner.nordstrom.com> and has a **\$100 annual cost (per supplier number)** associated to using this tool
- EDI is a requirement for NRHL however SBFC is in development of EDI and is the only facility not requiring ASNs

EDI 860 vs. EDI 850FR

There are differences between the EDI 860 vs. EDI 850FR that suppliers should be aware of, so they can make the best choice for their company.

- EDI 860
 - All changes made to the PO and will include ONLY the changes up until the NOT AFTER DATE
 - Will only be sent after the original PO has been approved and sent
- EDI 850 FR
 - A COMPLETE REPLACEMENT PO; includes all updates from original approval to the Default FR date (30 days before the 'Not After Date')
 - After the Default FR date any changes that happen will trigger the 850FR (complete PO) up until the 'Not After Date'

Notes:

- The EDI 850FR will be sent with a code of 07 = Duplicate to denote the full replacement or 01 = Cancellation if the PO is being cancelled. The 00 = Original (EDI 850) will continue to be sent for the initial purchase order.
- U.S. Nordstrom Full Line and Nordstrom.com will continue to only have the EDI 860 as the only option. Suppliers who are not currently receiving a EDI 860 or want to change to the 850FR, where applicable, can contact edisetup@nordstrom.com and ask to be activated. If you sign up for the 850FR you will still only receive the EDI 860 for your U.S Full Line and Nordstrom.com orders.
- **All EDI documents are traded at the UPC (or EAN) level;** suppliers must be 100% supplier UPC marked and provide (and keep updated) OpenText or InterTrade their UPC catalog before trading EDI.

EDI Sender/Receiver IDs

Nordstrom's production EDI Sender/Receiver information is listed below.

Nordstrom Full-Line, Nordstrom.com, Rack and Nordstromrack.com | HauteLook (NRHL)

- Invoices ([EDI810](#)), Remittance Advice ([EDI820](#)), Purchase Order ([EDI850](#)), PO Acknowledgement ([EDI855](#)) – **buyer approval required**, Purchase Order Change ([EDI860](#)) and Return Functional Acknowledgment ([EDI997](#))
Qualifier: 01 ID: 007942915
- Advanced Ship Notice ([EDI856](#)) and return Functional Acknowledgment ([EDI997](#))
Qualifier: 12 ID: 2062336664
- Product Activity Data ([EDI852](#))
Qualifier: 12 ID: 2062336352

Nordstrom Product Group (NPG) Only

- Invoices ([EDI810](#)), Remittance Advice ([EDI820](#)), Purchase Order ([EDI850](#)), Full Replacement ([850FR](#)), PO Acknowledgement ([EDI855](#)) – **buyer approval required**, Purchase Order Change ([EDI860](#)) and Return Functional Acknowledgment ([EDI997](#))
Qualifier : ZZ ID : NORDNPG
- Advanced Ship Notice ([EDI856](#)) – Domestic only and Return Functional Acknowledgment ([EDI997](#))
Qualifier : ZZ ID : NORNPGA
- PASN Advanced Ship Notice - P856 - Carbon Copy Relationship (Foreign Only)
Qualifier : ZZ ID : NORDASN

Note: Full copies of Nordstrom, Nordstrom.com and NPG EDI Mapping Documents are posted on www.nordstromsupplier.com on the left sidebar

UPC Catalog [ALL SUPPLIERS](#), EDI Capable/Compliant or Not Must Have A UPC Catalog

The use of UPC/EAN to identify merchandise is a retail industry standard. Allowing us to have one universal identifier. OpenText | GXS and InterTrade are Nordstrom's selected 3rd party UPC catalog providers. If the required UPC/EAN catalog is not provided, an expense offset fee will be assessed. To get started on creating UPCs obtain a GS1 Company Prefix at www.gs1us.org or 937-435-3870. Once obtained create UPCs by following the guidelines listed on the GS1 website www.gs1us.org. Any additional questions about UPC creation contact your catalog provider.

GTIN (Global Trade Item Number)

Nordstrom can receive EAN-8, UPC-A (12 digits), and EAN-13 Global Trade Item Numbers (GTINs) but does not support the EAN-14 (GTIN). All item communication between Nordstrom and our trading partners must be through the use of the EAN-8, UPC-A, or EAN-13 GTINs. These GTINs are not to be sent with any leading zeros to mimic an EAN-14. The GTIN on item communication must exactly match the GTIN as bar coded on the item.

UPC/EAN Assignment & Catalog Requirements

- Assign UPC/EAN numbers at the product ID, color and size level (should be unique numbers)
- Adherence to the [Trade Item Identification and Communications Guidelines for General for Electronic Data Interchange](#) published by the GS1 US
- Use NRF color and size codes
- UPC/EAN catalog data must be provided through our 3rd party service providers, OpenText | GXS or InterTrade
- UPC/EAN catalog must include: UPC, Product ID, Product ID description, NRF color, Color description, NRF size, Size description, Cost, and MSRP. If you sell pre-pack shoes you must have a pack UPC in the catalog
- All UPCs and core attributes must be loaded into the catalog at time of set up, typically a certain amount of days before the Not Before date. The basic rules are 40 days for designer; 90 days for shoes and 60 days for all other areas; Work with your merchant team to identify when this is.
- Consistency between the UPC/EAN catalog and documents containing item identification such as tickets, line list and pack slips
- UPC/EAN codes must be assigned for all Gifts with Purchase (GWP) and Purchase with Purchase (PWP) items and be included in your catalog

Never Re-Use UPCs: GS1 standards on the re-use of GTIN (Global Trade Item Number), across all industries, any GTIN allocated to a trade item will no longer be able to be reallocated to another item. Eliminating GTIN reuse is due to the growth of selling products across various channels. The standard was ratified and published in July 2017. Details can be found here: [GS1 General Specifications 17.1](#).

Advance Ship Notice (ASN) Requirements

These requirements apply to the Nordstrom Full Line, Rack stores, Nordstrom.com, Nordstrom.ca, NordstromRack.com | HauteLook.com and NPG Domestic (for more information regarding NPG refer to the [NPG Partner Standards](#)). Non-compliance of these guidelines may result in offset fees; **Nordstrom does not provide pictures of non-compliance.**

Notes:

- The Internal Vendor # (IA) is the Nordstrom assigned Supplier # or AP assigned Vendor #. This must be sent in either the REF/IA or N1/SF
- If Nordstrom sends a **case pack UPC** (unit of measure of 'CA' in PO103); the 856 must be sent back at the individual component level (an individual UPC for each item)
- ASNs must be received in our system a minimum of 30 minutes prior to your order reaching our DC/FCs

Consolidated ASN Requirements

- One GS1 US 856 ASN 4010VICS with carton level information per shipment, per ship-to location (DC)
- Each ship notice must contain its own unique sub-bill of lading number
- The ASN must be transmitted and received by Nordstrom's warehouse management system prior to the shipment's arrival in the DC
- Reference the GS1 US EDI 856 4010VICS PDF document for mapping details

UPS ASN Requirements

- Nordstrom requires one GS1 US 856 ASN 4010VICS per carton for all UPS shipments
- The tracking # provided by UPS must populate the sub-bill of lading field (REF*BM segment) and the PRO number field (REF*CN segment)
- The ASN must be transmitted and received by Nordstrom's warehouse management system prior to the shipment's arrival in the DC
- Reference the GS1 US EDI 856 Version 4010VICS PDF document for mapping details

Masterpack ASN Requirements

Small individual store cartons for multiple stores (going to the same DC or small single SKU cases going to Nordstrom.com) may be combined for one PO into a masterpack. Nordstrom maintains two masterpack ASN requirements depending on the mode of transportation used:

Non-UPS shipments: ASNs for consolidated master-packed shipments must include the following:

- REF*BM (sub-bill of lading) segment containing the unique sub-bill of lading number.
- N1*ST segment containing the correct ship-to location (i.e. distribution center)
- N1*BY segment containing the appropriate store destination
- MAN segments reflect the correct GS1-128 case IDs for all the cases within each master case
- The outer (master) carton must be clearly identified by writing or labeling the word 'Masterpack' on the outside of the case with no GS1 label

UPS shipments: ASNs for consolidated masterpack shipments for UPS must include the following

- REF*BM segment (sub-bill of lading) containing the UPS tracking number
- N1*ST segment containing the correct ship-to location (i.e. distribution center)
- N1*BY segment containing the appropriate store destination
- MAN segments reflect the correct GS1-128 case IDs for all the cases within each master case
- The outer (master) carton must be clearly identified as a masterpack by writing or labeling the word 'Masterpack' on the outside of the case

Note: The BOL and Sub-BOL must consist of a maximum of 20 alpha and numeric characters; special characters cannot be used (i.e. -, \, /, *, etc.)

ASNs for 'No Charge' Merchandise

- Shipments with 'no charge' product (i.e. testers, samples) must be packed separately from retail merchandise and clearly marked as 'no charge'
- Separate inner cartons of 'no charge' merchandise may be packed within large cases of retail merchandise and must be clearly marked as 'no charge' and maintain separation from retail merchandise; 'no charge' shipped in this manner should **not** be included on the ASN
- 'No charge' merchandise shipped in any other manner, including loose within cases containing retail merchandise must have valid UPCs within the Nordstrom inventory system and must be accurately represented within the ASN for that shipment
- Expense offset fees will be assessed for inaccurate ASNs containing 'no charge' merchandise that do not meet these requirements

Vendor Accuracy Audit Program

Nordstrom uses warehouse management technology to receive merchandise via supplier's ASN; shipments must be 100% accurate. Nordstrom's samples all shipments against corresponding ASNs to monitor accuracy. If the sample and ASN do not match an expense offset will result.

Re-transmitting ASN Data

ASN data can be retransmitted to Nordstrom at any time up to 30 minutes prior to the shipment's arrival in the DC. The entire ASN (not just changes or add-ons) must be retransmitted using the same ASN number (BSN02) and a code of '07' in the BSN01. The corrected ASN must maintain the same sub-bill of lading value PO/DC combination as the original (the value sent in the REF/BM) to allow the 'new' ASN to overlay the original in our system. If the 'new' data reaches our warehouse management system prior to receipt at our facility and all other information within the transmission is accurate, no expense offset fee should be incurred. If the shipment arrives before the 'new' ASN is received the shipment will be received with the original ASN data. To avoid duplication errors, wait a minimum of 60 minutes before re-transmitting the corrected EDI 856.

Note: Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. A 997 indicates receipt of a file only and does not indicate the data was processed through Nordstrom's warehouse management system successfully.

Invoicing Instructions

Enrollment and testing are required prior to sending an invoice (810) transmission. Suppliers may take care of EDI in-house or utilize a 3rd party service bureau. Contact Nordstrom EDI Setup team at (877) 444-1313 (option 2), or email edisetup@nordstrom.com for information on enrollment and testing.

Non-compliance

Suppliers that are currently required to transmit via EDI will incur a \$10 per invoice expense offset fee for any paper invoices sent to Accounts Payable. Invoicing errors will be assessed a \$25 per invoice fee if AP is required to make manual corrections.

EDI transmission questions/issues, missing PO and FA research contact the EDI Group: (877)444-1313 (option 3) or email EDI.Group@nordstrom.com

Nordstrom requires ONE invoice per PO, per destination ('DC' or 'FC' for DC/FC shipments, or 'Store' on direct-to-store shipments), **per shipment** (if multiple shipments per PO). A non-compliance expense offset fee of \$10 per invoice will be assessed for every non-consolidated invoice (i.e., whenever multiple invoices are sent per shipment, per 'ship-to' location). Questions contact Merch AP at 877-444-1313 Option 5 or email to merchap@nordstrom.com.

Non-EDI suppliers, mail original paper invoices to the following address:

Nordstrom Accounts Payable
PO BOX 870
Seattle, WA 98111-0870

Required Information

The following information is required on Merchandise Invoices:

- Purchase Order (PO) Number
- Vendor Number
- Invoice Date (which should be the ship date of the merchandise)
- Unique Invoice Number
- Department Number
- Packing Slip Number
- Payment Terms
- Store Number: (N1-ST field on 810) 'sold to' store # (or DC/FC # on DC/FC shipments)
- 'Ship To' Location: (N1-BY field on 810) DC /FC or Store Number to which merchandise was shipped
- Style Numbers and Number of Units per style
- Unit Cost and Total Cost per style
- Total Units Shipped (per invoice, excluding 'back ordered' or 'no charge' items)
- Total Cost, special charges itemized separately
- Do NOT include freight charges (see 'Freight Invoicing and Reimbursement' below)

Notes:

- Invoices missing any of the required fields or which include freight charges will be rejected
- Nordstrom requires 1 invoice, per PO, per destination, per shipment (if multi shipments per PO); questions: contact merchap@nordstrom.com
- Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. A 997 indicates receipt of a file only and does not indicate the data was processed through Nordstrom's warehouse management system successfully.

If an invoice sent via EDI reject from Nordstrom's AP system, as a courtesy, the Nordstrom EDI Group will send an email within 2 weeks of receiving the transmitted data.

REPAIR, SAMPLE and FREIGHT INVOICES should NOT be transmitted EDI. Send **REPAIR** invoices to the department manager at the store ordering the repair. Send **SAMPLE** invoices to the Buyer who requested the sample. **FREIGHT** Invoicing and reimbursement can be found in the [Routing Guide](#) section of this www.nordstromsupplier.com.

Duplicate Invoices

Invoices sent with the same invoice number and invoice date will reject out of our Accounts Payable system as a duplicate invoice. If an invoice needs to be sent for additional monies owed, a new invoice number or the same invoice number with a different invoice date must be sent.

Retransmission of Invoices Not in AP System

Our technical team is only capable of viewing invoices transmitted within the past 30 days. If an invoice has been sent before this time period and our Accounts Payable website is showing 'not found', retransmit the invoice and email our EDI Technical group at edi.group@nordstrom.com with the AP vendor number, invoice number, transmission date, and ISA number. The EDI Group can then monitor the invoice transmission to ensure the data has been received and loaded into our Accounts Payable system.

Invoice and Claim Inquiries

12-month time limit on all inquiries

Invoice, Cost & Quantity Claims and Check stats can be found on the Accounts Payable Vendor Inquiry website at <http://portal.nordstrom.com>. Vendors are asked to use this website as the first point of contact. Follow-up questions can be directed to the correct department by utilizing the 'Contact Us' section of the Accounts Payable Inquiry website (include web findings in the email).

Note: Non-compliance Expense Offset Fees have a 60-day limit on inquiries. Inquiries made after this time cannot be researched due to limited information availability. Include Vendor # and Document # in the subject line and/or body. **Nordstrom does not provide pictures of non-compliance.**

Payment Terms

Payment terms will be calculated from the receipt of goods (ROG) at destination (not consolidator) or receipt of invoice, whichever is later. 'End of Month' (EOM) dating for shipments received after the 20th of the month will be considered next month's business Payments shall be issued on the next weekly check run following the due date if documents are received timely. Purchaser reserves the right to offset any amounts claimed by Purchaser against any amounts otherwise due Seller.

Response Time

All correspondence is worked within 5 business days, in date order received: however, there are circumstances that may require additional research time. Allow three weeks before resubmitting a request.

Freight Invoicing and Reimbursement

Information on Freight Invoicing and Reimbursement can be found in the Routing Guide section of this website.

Expense Offset Policies

60-Day time limit on all expense offset fee inquiries

Expense offset fees will be assessed for all merchandise and data not in compliance with our standards. These fees are only to recoup expenses incurred as a result of the non-compliance; see our [Nordstrom Expense Offset Policies](#) found on www.nordstromsupplier.com. Compliance supports our common goal of expediting the flow of merchandise to the selling floor. **Nordstrom does not provide pictures of non-compliance.**

Offset Fees will post to the Supplier Portal (<https://portal.nordstrom.com>) when there are any fees charged. Suppliers have 60 days from the date of the document to inquire on the expense offset fees. It is also the responsibility of the supplier to ensure we have accurate and updated contact information. To update your contact information please send an email to fm@nordstrom.com and include contact name, email, phone, contact type (i.e. EDI; Ticketing; Hanging; Warehouse; RTV Summary; etc.) and all relevant pay-to vendor numbers for which this would apply.

ACH Payment and EDI 820

Nordstrom offers ACH (Automated Clearing House) as a payment option. ACH payments are issued weekly and provide efficient access to cash by automating deposits to a supplier's bank account. Payment remittance details are sent directly to the supplier's company via the EDI 820 document (Payment Order/Remittance Advice). Activating the EDI 820 document is not a requirement to enroll in the ACH payment option; if a supplier's company is not able or chooses not to receive remittance advice detail via EDI 820, payment detail may be accessed at <http://portal.nordstrom.com>. Payment format is CCD and is included in the BPR segment of the 820.

Note: If working with a factor, suppliers do not need to complete any ACH paperwork, as we will be working with the factor separately to set them up with ACH payments.

Nordstrom's EDI 820 will be sent under EDI ID of 01/007942915 (this is the same ID used to transmit Nordstrom's 850 PO and 810 Invoice). There's no testing for EDI 820, however Nordstrom can provide a generic sample file for setup. The EDI Setup team edisetup@nordstrom.com will be able to assist with either option. Mapping for the [EDI 820](#) can be found on our sidebar under EDI Mapping Documents.

The Merchandise ACH Payment and EDI 820 Setup Form can be found under the 'Contacts Us & Resources' section on www.nordstromsupplier.com. For questions on completing the form, contact the Nordstrom Vendor Desk at 206-233-6330 or via email at vendor.desk@nordstrom.com.

NRHL Invoices and Payments

Upon shipment of merchandise, e-mail all invoices and reference the PO number in the subject line to MerchAP@nordstrom.com. Direct any correspondence related to invoicing and payment including a reference to the PO number you are inquiring about in the subject line to MerchAP@nordstrom.com.

Factors that could result in payment delays include:

- Delays in fully receiving your merchandise (payment processing cannot begin until inventory has been fully received at our fulfillment center)
- Failure to submit invoices to the appropriate e-mail address with reference to the PO number in the subject line
- Any associated issues matching your invoice to the PO and to the receiving details, which may require further communication and follow up
- Mail float; wait to contact our Accounts Payable department with payment inquiries until five business days after payment due date

EDI Non-Compliant Inquiries

For Nordstrom to be able to work with suppliers via email please provide the following information to the Offset Fees shared mailbox at offsetfees@nordstrom.com:

- vendor number
- contact name
- email addresses
- what the contact is for (EDI, Warehouse, Offset Fees, etc.)

Follow this guide in order to help us serve you better in researching EDI expense offset fees. Upon Nordstrom response please provide our research results to your EDI department to facilitate corrections that will help prevent future expense offset fees.

Issue from Portal	Action to take prior to submitting inquiry	What we need to further research
BOLs do not match	Compare Bill of lading with the EDI transmission to ensure that the bill of lading numbers is the same	A copy of the signed bill of lading for this shipment
Case IDs do not match	Escalate to your EDI department	**
SKU level ASN – No case information	Escalate to your EDI department – this does not meet our requirements	**
No BOL transmitted in ASN	Escalate to your EDI department - this is a required segment	**
Unusable ASN – there was not an ASN present in our warehouse system at time of receipt of goods; it does not indicate non-receipt of your ASN transmission	Check for late ASN by comparing your transmission date with our DC receipt date. Verify the correct PO/DC combination was included in your transmission by checking the N1 ST segment for the correct DC (and that it is a valid DC number) along with finding the correct PRF segment under that DC for the PO that has received the fee	If we confirm that we were not in receipt of an ASN, we may ask for you to provide the ISA number for the FA 997 (functional acknowledgement). We do not need this information to initiate research
Inaccurate ASN	A fee occurs when there are discrepancies between the UPC/EANs physically contained within the carton as compared with the UPC/EANs listed on the corresponding ASN.	

** All inquiries must include vendor number, document number and an explanation. Send via email to: offsetfees@nordstrom.com

If		Then
Non-compliant PO	The PO number is invalid for your company	Verify with your sales staff that the order was not accepted via a method other than EDI, i.e. fax, email, etc.
UPC catalog	Was the VPN provided loaded prior to the pull date? The VPN(s) that are in question would have been emailed to the supplier, check with your companies contact for UPCs to review which VPN(s) were missing/lacked information	Provide the date that the UPC information was loaded into your GXS or InterTrade catalog to: offsetfees@nordstrom.com

Charge Type	Most Common Cause
GS1– 128 carton labels	<ul style="list-style-type: none"> • GS1-128 label is missing from cases • Does not scan or scans incorrectly; barcode and human readable are different • More/less than 20 digits or Invalid characters (symbols or alpha characters) • Duplicate barcodes • Photocopies of labels or poor print quality will cause the label not to scan correctly (barcode prints with 'skip lines' if printer skipped while printing) • Defaced or taped over label (including 'clear' tape) or partially missing • No quiet space around barcode • Barcode is too big or too small
GS1 US Hanger (formerly VICS Hanger)	<p>Incorrect</p> <ul style="list-style-type: none"> • Size indicators and vendor logos or stickers on hangers (excludes Rack) • Full foam covers on top hangers; foam (mini covers) for sleeveless garments • Loose foam or fabric swatches on bottom hangers • Incorrect GS1 US hanger according to Nordstrom guidelines • Hanger present on NRHL, Nordstrom.com, Reserve Stock POs for non-specified product type <p>Missing</p> <ul style="list-style-type: none"> • See the Nordstrom Hanger Standards for guidelines on merchandise areas that require hangers
Invoice	Paper copies of invoices sent can cause non-compliant offset fees (i.e. past due invoices, factor sends duplicate, etc.)
Barcode	All merchandise must be received at our DC/FC with a scannable UPC or EAN barcode attached to the merchandise. Do not use both UPC & EAN.

Note: Non-compliance Expense Offset Fees have a 60-day limit on inquires if made after this time cannot be researched due to limited information availability. Include Vendor # & Document # in the subject line &/or the body of the email. **Nordstrom does not provide pictures of non-compliance.**

PO Violation

Nordstrom requires that shipments match the [final](#) purchase order (PO). A PO violation offset fee will be issued when we receive items under the following conditions:

Violation Type	Most Common Cause
Exceeds PO	Shipment includes units in excess of what was ordered at Store / SKU level (unless Bulk which is just SKU level)
Items Not Ordered	Shipment included UPC/VPN/style substitutions or store allocations not matching final PO
PO Closed/Cancl'd	Shipment received on a closed/cancelled PO
Early Ship/Past Can	Order shipped outside of the not before/not after dates
Invalid PO	Shipment received on an invalid PO number
Store Not on PO	Shipment received included store(s) not allocated for that order
Damaged	Shipment received included damaged merchandise
Supplier Mismatch	Shipment received when supplier number does not match the PO
Mis-Ship	Shipment included Stores not allocated for the receiving DC/FC

Note: Non-compliance Expense Offset Fees have a 60-day limit on inquires, if made after this time cannot be researched due to limited information availability. Include vendor # & document # in the subject line &/or the body of the email. **Nordstrom does not provide pictures of non-compliance.**

SECTION 5

HOW-TO-MEASURE & FOLDING GUIDELINES

Nordstrom has set specific guidelines which are intended to ensure that the same system of measurement is used to evaluate all products and that these measurements are described using a shared terminology. This standardization allows us to maintain consistency and accuracy in measuring. The [Nordstrom.com Measuring and Folding Guidelines](#) provide detailed instructions about:

- How to fold flat-packed merchandise
- What polybag size should be used for each type of flat-packed merchandise

SECTION 6

MISCELLANEOUS POLICIES

Legal Disclaimer

Materials provided on NordstromSupplier.com and NordstromSupplierCanada.com, or otherwise provided by Nordstrom, may reference or describe legal compliance requirements. These materials are provided as a reference only and should not be considered legal advice. Suppliers are accountable for ensuring compliance with all applicable laws, and there may be additional laws and regulations not covered in these materials that apply to a particular supplier. Nordstrom encourages all suppliers to independently determine what steps they need to take in order to comply with all applicable laws.

Alterations

It is inevitable that a few garments may arrive needing minor repairs, due to circumstances beyond both our control. We recognize that if the defects comprise a large quantity or amount, we would more than likely want to return the product or handle the issue another way. However, at times it may be more economical to repair the product at Nordstrom, saving time, shipping costs, as well as saving the sale.

Gift Acceptance Policy

Nordstrom's Gift Acceptance Policy prohibits employees from accepting gifts or favors at any time. We appreciate supplier's cooperation in refraining from placing themselves or any Nordstrom employee in an embarrassing position. We value the relationship between Nordstrom employees and the companies with which we do business and hope we can rely on you in honoring our gift acceptance policy without affecting our working relationship.