

**Nordstrom Direct
Supplier Compliance
Manual**

Updated 13 November 2006

SECTION 1	INTRODUCTION	3
Our Strategy		3
Industry Standards References		3
Nordstrom Contact Information		4
Working with Nordstrom Direct		5
SECTION 2	NORDSTROM TERMS AND CONDITIONS OF PURCHASE ORDER	7
SECTION 3	QUALITY STANDARDS AND CONTROLS	14
Vendor Administered Quality Procedures		14
The Fulfillment Center Audit and Inspection Process		14
Care and Content Labels		16
Vendor Claims		20
Classification of Defective Merchandise		20
SECTION 4	SPECIFICATION FORMS	23
Graded Measurement Specifications		24
SECTION 5	SAMPLES AND PRODUCT DEVELOPMENT	50
Photo Samples		50
Nordstrom Direct Sample Hangtags		50
Minimum Standard Expectations		53
SECTION 6	PACKAGING AND LABELING REQUIREMENTS	57
Packaging Guidelines		57
Hanging vs. Flat		57
Polybags for Folded & Flat Merchandise		59
Accessories		60
Polybags for Hanging Merchandise		65
Hangers		66
Barcode Stickers		67
SECTION 7	SHIPPING AND CARTONS	69
Shipping Carton Specifications		69
Sealing and Marking Cartons		70
Shipping Carton Suppliers		72
Carton Transit Testing		73
Packing Slips		74
Shipping		74
Routing		75
Bills of Lading		76
Purchase Order Verification		77
Appendix A: Specifics on Shipping		78
Appendix B: Glossary of Shipping Terms		79
SECTION 8	FINANCIAL	80
Invoices and Billing Information		80
Non-Compliance Offset Fees		81

SECTION 1

INTRODUCTION

Our Strategy

At Nordstrom, our 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), Electronic Data Interchange (EDI), Voluntary Inter-Industry Commerce Standards (VICS), and the GS1 US (formerly Uniform Code Council) standards.

The use of these technologies speeds 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 Standards References

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

UPC Ticket Format and Marking Guidelines	GS1 US (formerly Uniform Code Council) 800-543-8137 www.gs1us.org
VICS EDI Mapping Guidelines	Voluntary Inter-Industry Commerce Standards (VICS) Guidelines for Floor Ready Merchandising 202-626-8171 www.vics.org
NRF Color and Size Codes	National Retail Federation (NRF) Standard Color and Size handbook 202-783-7971 www.nrf.com

Nordstrom Contact Information

Nordstrom Supplier Hotline: Questions regarding this manual should be directed to the Nordstrom Supplier Hotline at (877) 444-1313.

Call (877) 444-1313 for assistance with questions about any of the following:

Departments	Select Options
Accounts Payable	Select 3
Compliance Requirements (UPC Catalog)	Select 1, then 2
EDI Technical	Select 2
Floor Ready <ul style="list-style-type: none">• Carton labels• Tickets• Hangers• Packaging• Carton dimensions	Select 1, then 1
Technical support for website	Select 5
Transportation	Select 4

Website: www.nordstromsupplier.com

Email: Detailed questions may also be directed to the following e-mail addresses:

Floor Ready: frm@nordstrom.com

EDI: edi.group@nordstrom.com

Compliance (UPC Catalog): cmio.compliance@nordstrom.com

Transportation: traffic@nordstrom.com

Contact information for Vendor Relations and Accounts Payable are available at www.supplier.nordstrom.com.

Vendor Correspondence

Disputed chargebacks should be identified within 60 days of being deducted from your check and should be communicated to cmio.chargebacks@nordstrom.com on a monthly basis, rather than being accumulated for quarterly, seasonal, or annual settlements. Disputed deductions will only be considered if the deductions occurred within the previous 12 months.

Working with Nordstrom Direct

N.B.: This discussion of the primary requirements for doing business with Nordstrom Direct is intended only as a brief summary of these requirements. It does not replace the Nordstrom Direct Supplier Compliance Manual.

Primary Requirements

Internet Item Selection: All items chosen for any catalog titles are also offered for sale on the Nordstrom website (www.nordstrom.com).

Exclusive Catalog Styles: Styles selected for any catalog titles must not be sold to any other catalog.

Cooperative Advertising: All vendors doing business with Nordstrom Direct must contribute 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 vendor's name in catalog or Internet copy.

Customer Returns Due to Manufacturing Defects: All merchandise with manufacturing defects returned by customers will be claimed back to the vendor. Defective merchandise will be returned to the vendor 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. Vendors are required to sign a Defective Claims Agreement when doing business with Nordstrom Direct.

Freight: All deliveries must be made by surface through our approved carriers, unless otherwise specified by the buyer. **Carrier listings may be found in Section 7 of this manual ("Shipping and Cartons") or at the Nordstrom website (www.nordstromsupplier.com) under the listing "Compliance Manual/ Routing Guide/States."** Shipment terms are FOB, full paid freight, to the Nordstrom Direct Fulfillment Center.

Merchandise Back-Ups: Vendors must hold unconfirmed back-up orders equal to initial buy quantities. Approximately two to three weeks after a book drops, Inventory Managers will contact vendors to let them know how much back-up merchandise is needed. 100% back up is required four to six weeks after the time that the back-up order is confirmed. Successful items may require quantities in addition to the original back-up order.

On-Time Delivery: Our commitment to customer service carries with it the requirement that all merchandise be available to the customer immediately. Back-ordering increases shipping and handling costs, raises return rates, and results in a general loss of credibility. On-time delivery of all purchase orders is therefore Nordstrom Direct's highest priority.

Sampling: Nordstrom Direct requires multiple samples of each item featured in our catalog or on www.nordstrom.com. All samples are considered a cost of doing business and are sent to Nordstrom Direct at the vendor's expense. The vendor is responsible for normal product development costs, which include:

- Samples for buyer's meetings;
- Fit samples or review samples;
- Size run samples;
- Photo samples.

Vendors are required to provide product information for all merchandise using Nordstrom Direct's specification forms, available in Section 4 of this manual ("Specification Forms").

Quality: Nordstrom Direct is committed to offering our customers exceptional service, selection, quality and value. Suppliers are ultimately responsible for product quality. Only first quality goods

that meet Nordstrom Direct performance specifications will be accepted. In order to ensure that first quality merchandise is shipped to the customer, all styles are subject to audit at the Fulfillment Center.

Merchandise audits include a review of:

Packaging and labeling
Fabric / Materials
Measurements
Sewing / Construction
Dirt / Oil
Color

If merchandise fails an audit, Nordstrom Direct reserves the right to inspect 100% of the shipment at the vendor's expense. Fulfillment Center inspections can be costly and it is in vendors' best interest to perform their own inspections.

Vendor Compliance

Packing: Shipping cartons will be packed one size and color per carton. If quantities do not allow a full carton of a single SKU (size, color), vendors may mix by size, but not color. When possible, limit mixed cases to no more than one per SKU (size and color). Shoeboxes must be packed one layer deep, with shoebox labels facing the top of the carton.

Polybags: All merchandise must be individually polybagged. Units sold as sets (2 piece items) must be packed in the same polybag.

Ticketing: All goods shipped to Nordstrom Direct must have a barcode sticker attached to the outside of each polybag.

Pricing: No pricing of any kind should appear on the item or its packaging. **The presence of pricing may result in a quality audit failure.**

Rubber Banding: Each individual shoebox must be rubber banded unless it is lip-locked.

Standard Carton Sizes: Ship in the compliant carton size that best fits your flat folded items. Do not mix Narrow and Wide cartons within the same PO. Do not switch between Narrow and Wide cartons on subsequent shipments of the same item. For exact carton dimensions please refer to the Section 7 of this manual ("Shipping and Cartons").

All received shipments that are not in conformity with our compliance program are subject to offset fees. (Please refer to "Addendum - Non-Compliance Offset Fees", available as a separate PDF at www.nordstromsupplier.com).

SECTION 2 NORDSTROM TERMS AND CONDITIONS OF PURCHASE ORDER

The following terms and conditions are a part of each purchase order submitted by Nordstrom Direct ("Nordstrom Direct" or "Purchaser"), and are binding upon Seller.

ACCEPTANCE BY SELLER IS LIMITED TO THE TERMS OF THE PURCHASE ORDER AND THESE TERMS AND CONDITIONS. PURCHASER OBJECTS TO ANY DIFFERENT OR ADDITIONAL TERMS IN SELLER'S ACCEPTANCE OR ANY OTHER DOCUMENT OR FORM TRANSMITTED ON BEHALF OF SELLER, UNLESS PURCHASER'S WRITTEN CONSENT IS FIRST OBTAINED. Purchaser's objection to different or additional terms shall not be waived by acceptance of any merchandise or by payment of any invoice.

1. Acceptance of a Nordstrom Direct purchase order, or performance of work in connection therewith, or shipment of merchandise to Nordstrom Direct or any customer of Nordstrom Direct, constitutes Seller's agreement to all of the following: (i) the terms and conditions set forth herein and in the Nordstrom Direct Procedures Manual, located on Purchaser's website at www.nordstromsupplier.com (the "Website"); (ii) the terms and conditions set forth in the Routing Guide, located on Purchaser's Website; (iii) for international shipments for which Nordstrom, Inc. is the importer of record, including shipments through the Nordstrom Product Group ("NPG") division of Nordstrom, Inc., the terms and conditions set forth in the NPG Supplier Procedures Manual and the Nordstrom International Packing and Shipping Guide; and (iv) for purchase orders providing for shipment of merchandise directly to Purchaser's customers, the terms and conditions set forth in the Vendor Operations Specification for the Nordstrom Direct Drop Ship Program ("Drop Ship Program"). For information concerning the Drop Ship Program contact Nordstrom Direct Vendor Compliance at (206) 303-6118. The provisions of these terms and conditions, the Nordstrom Direct Procedures Manual, the Routing Guide, the Nordstrom International Packing and Shipping Guide, the NPG Supplier Procedures Manual and the Drop Ship Program, may be modified by Purchaser at any time. Such modifications will be posted on the Purchaser's Website or otherwise provided to Seller, and shall be binding upon the parties from the date of such posting or provision to Seller.

2. Purchaser may utilize purchase orders in writing, by facsimile or by electronic transmission, including the electronic data interchange system ("EDI") in accordance with published industry guidelines and the requirements of the Nordstrom Direct Procedures Manual. Verbal orders will not be valid unless confirmed with a written or electronic purchase order. Purchaser will not assume liability for any merchandise shipped to it or upon which work is commenced by Seller prior to receipt by Seller of a duly authorized purchase order, except to the extent of any authorized Production Commitment issued by Purchaser to Seller. Each party shall be responsible for its own costs related to EDI systems and transmissions and shall maintain security procedures sufficient to ensure that EDI transactions are authorized and protected against improper access.

3. In the event Seller is unable to deliver any part or all of the merchandise called for by any purchase order, Seller agrees to notify the Purchaser immediately. Such notice will not limit the remedies available to Purchaser or the liability of Seller for nonperformance.

4. Purchaser or Purchaser's agent may refuse delivery or return the merchandise F.O.B. Purchaser's dock for:

- a. Shipments (i) made before the earliest ship date or "Not Before Date," or after the cancel date or "Not After Date," specified in the purchase order, or (ii) shipped prior to or after the

- “Delivery Date” specified in the purchase order, in either case without the prior approval of Purchaser, time being of the essence of each purchase order.
- b. Shipments of less than or in excess of quantities ordered.
 - c. Merchandise which is not according to sample or which are not specified in the purchase order.
 - d. Merchandise which is not as represented or as warranted.
 - e. Shipments which are not in compliance with the applicable provisions of the Nordstrom Direct Procedures Manual, the Nordstrom International Packing and Shipping Guide, the Routing Guide, the NPG Supplier Procedures Manual and the Drop Ship Program, including without limitation all quality standards, transportation terms and conditions, packing instructions and invoicing instructions.
 - f. Merchandise which for any reason, except payment of applicable duties and tariffs, will not be cleared for entry by U.S. Customs.
 - g. Merchandise which is recalled for any reason.

5. All merchandise furnished under any purchase order shall be subject to inspection and testing by representatives of Purchaser, its customers or agents, and may be rejected and returned to Seller at Seller's cost when found to be defective, or otherwise subject to return as set forth above, at any time prior to resale, or at any time after resale if Purchaser's customer is allowed a refund or credit. If a shipment, or any portion of a shipment, is determined by sampling procedures to include merchandise that is defective or otherwise subject to return as set forth above, the entire shipment or portion may be rejected and returned to Seller at Seller's cost. At the option of Purchaser in its sole discretion, any returned merchandise or shipment shall be subject to refund, repair or replacement by Seller, at Seller's cost. Payments for merchandise prior to inspection shall not constitute acceptance and Purchaser reserves the right to hold for Seller or return to Seller, at Seller's expense, any rejected merchandise.

6. Seller warrants that the merchandise shipped under any purchase order is fit and safe for the use for which it was manufactured, that to the extent applicable the merchandise is capable of accurately processing date and time data, and that said merchandise or the resale thereof by Purchaser does not and will not violate any laws, regulations, orders or ordinances of the country of origin or of the United States or any state or any agency or political subdivision thereof.

7. Seller warrants that it does not and will not in violation of applicable law, custom or practice (a) discriminate in hiring on the basis of race, color, national origin, gender, religion or sexual orientation, (b) utilize child labor, prison labor or indentured or forced labor in the operation of its business, or (c) participate in any payment or authorization practices in violation of the Federal Foreign Corrupt Practices Act.

8. Seller warrants that the merchandise shipped under any purchase order, including packaging and labeling: (a) was produced in strict compliance with all applicable laws, regulations, orders and ordinances of the country of origin and of the United States and any state, or any agency or political subdivision thereof, including without limitation any applicable environmental or hazardous substance laws and regulations; (b) was produced in strict compliance with all applicable requirements of the Federal Fair Labor Standards Act, as amended, and with all applicable regulations and orders of the United States Department of Labor; (c) was produced in strict compliance with all applicable requirements of the National Labor Relations Act and other federal, state and local wage and hour and wage payment laws, and with all applicable regulations and orders issued under any of the foregoing; (d) does not and will not, and will be produced in a manner that does not and will not, infringe or violate any intellectual property or other proprietary rights, including without limitation; any utility or design, patent, trademark, service mark, trade dress, trade name, copyright, trade secret, right of privacy, publicity or moral right, or utilize any manufacturing or administrative process that would infringe or violate any such right, and Seller

has not received any notification of and has no knowledge of any basis upon which a third party could claim or contest the intellectual property in Seller's merchandise ; (e) is accurately labeled and clearly identifies the country of origin; (f) is labeled in accordance with and complies in all respects with any and all applicable federal, state and local laws, regulations, orders and ordinances, including without limitation any applicable rules of the Federal Trade Commission, the Consumer Products Safety Commission and the Department of Health, Education and Welfare, including care labeling requirements, and the requirements of each of the following Acts to which it may be subject: The Federal Food, Drug and Cosmetic Act, the Wool Products Labeling Act of 1939, the Fair Packaging and Labeling Act, the Fur Products Labeling Act, the Textile Fiber Products Identification Act, the Federal Hazardous Substances Act and the Flammable Fabrics Act and (g) is packed and shipped in accordance with the Nordstrom supply chain security requirements related to the Customs – Trade Partnership Against Terrorism (C-TPAT), as defined in the C-TPAT section of the Nordstrom NPG Supplier Procedures Manual.

9. Seller agrees to defend (with counsel acceptable to Purchaser), indemnify and save harmless the Purchaser from any and all claims, suits, liabilities, damages, losses or expenses, including attorneys' fees and costs, asserted against or incurred by Purchaser by reason of, or arising out of or occurring in connection with (a) any breach or alleged breach of any of these terms and conditions, the provisions of any purchase order, or the applicable provisions of the Nordstrom Direct Procedures Manual, the Routing Guide, the Nordstrom International Packing and Shipping Guide, the NPG Supplier Procedures Manual or the Drop Ship Program, or any representations or warranties of Seller made herein or in any purchase order or otherwise, (b) any act or omission of Seller, or the servants, agents or subcontractors of Seller, in the furnishing of goods or in the performance of work under any purchase order, or (c) the possession or use of Seller's merchandise by customers of Purchaser or others. Seller shall not, without the prior written consent of Purchaser, settle or compromise any action, suit, proceeding or claim in which Purchaser is named as a party, or consent to the entry of any judgment in any such matter. All indemnification obligations of Seller hereunder shall survive termination or cancellation of any purchase order. Seller agrees that Purchaser may maintain records of Seller's compliance with the representations and warranties of Seller made in any purchase order or otherwise and that Purchaser may at any time, upon notice to Seller, undertake inspection of Seller's facilities in order to determine such compliance. Seller agrees to maintain insurance in full force and effect to fulfill Seller's indemnification obligations hereunder, and will furnish Purchaser with certificates of insurance evidencing coverage for Commercial General Liability Insurance including Contractual and Products Liability, on an occurrence basis, with at least \$1,000,000 combined single limit per occurrence, and in the aggregate, and including Vendor's Endorsement naming Purchaser as an additional insured. By requiring insurance herein, Purchaser does not represent that coverage and limits will be adequate to protect Seller, and such coverage and limits shall not be deemed as a limitation on Seller's liability hereunder.

10. Seller may have access to certain commercially valuable or otherwise proprietary or confidential information relating to the operations, products, sales and business of Purchaser and its affiliated and related companies or third parties including, without limitation, inventions, improvements, trade secrets, processes, data and know-how, software programs, techniques, marketing plans, strategies, forecasts, unpublished copyrightable material, customer lists, personal information with respect to employees, customers or others (including "Personal Information" as that term is defined in Section 1798.81.5 of the California Civil Code and "Consumer Information" as defined in 16 CFR 682) sources of supply, prospects or projections, manufacturing techniques, formulas, research or experimental work, work in process or any other proprietary or confidential matter ("Confidential Information"). Confidential Information can be contained in any medium, including verbal form, graphic form, machine readable or electronic form, or written or other tangible form, whether or not marked as Confidential.

Confidential Information shall exclude any information that: (i) is or becomes part of the public domain through no wrongful act or failure to act on the part of Seller; (ii) that is rightfully received by Seller from a third party in possession of it who was not subject to any restrictions on the

disclosure of such information; (iii) is approved in writing for release by Purchaser, or, (iv) which has been independently developed by Seller (as evidenced by its written records) without violation of this Agreement or any rights of Purchaser. In any dispute between the parties with respect to the foregoing exclusions, the burden of proof shall be on the party to whom such Confidential Information was disclosed and such proof shall be clear and convincing evidence.

Seller agrees that, except as directed by Purchaser, Seller will not at any time, use for Seller's benefit or disclose to any person for any purpose any Confidential Information, or permit any person to use, examine and /or make copies of any documents, files, data or other information sources which contain or are derived from Confidential Information, whether prepared by Seller or otherwise coming into the Seller's possession or control, without the prior written permission of Purchaser. Seller shall maintain security procedures and practices sufficient to protect the confidentiality of Confidential Information from unauthorized access, destruction, use, modification or disclosure.

11. Seller represents and warrants that the prices and terms specified in any purchase order are no less favorable to the Purchaser than any prices or terms upon which Seller sells or offers to sell to others goods substantially of the same kind as ordered by Purchaser. If at any time prior to resale of the merchandise by Purchaser (other than to an affiliate), goods substantially of the same kind as ordered by Purchaser are sold or offered for sale by Seller at lower prices or on terms more favorable to a third party than those stated in the purchase order, the prices and terms in the purchase order shall be automatically revised to equal the lowest prices and most favorable terms at which Seller shall have sold or shall have offered such goods and payment shall be made accordingly, or at the option of Purchaser, the merchandise may be returned to Seller, at Seller's cost, for a full refund of the purchase price. In the event Purchaser shall become entitled to such lower prices Seller shall notify Purchaser of such lower prices, and if Purchaser shall have made payment at any price in excess thereof, Seller shall promptly refund the difference in price to the Purchaser. Seller agrees to meet any lower price offered by any competitor of Seller for goods substantially of the same kind as ordered by Purchaser or accept cancellation of the purchase order by Purchaser. Unless otherwise provided in the purchase order, prices for domestic shipments include all charges for packaging, boxing, crating and freight, F.O.B. destination, and prices for international shipments include all charges for packaging, boxing, crating and inland freight, F.O.B. port of export.

12. Purchaser reserves the right to cancel all or any part of any purchase order which has not actually been shipped by Seller in the event Purchaser's business is interrupted because of strikes, labor disturbances, lockout, riot, fire, act of God, or the public enemy, or any other cause, whether like or unlike the foregoing, if beyond the reasonable efforts of the Purchaser to control. Seller's timely performance under any purchase order shall not be excused or deemed to have been made impracticable by reason of any delay or failure to perform by Seller or any agent, subcontractor or supplier of Seller, caused by or related to any computer system incompatibility or inability to accurately process date and time data.

13. A waiver of or failure to perform any one or more of the conditions of any purchase order shall not constitute a waiver of or an excuse for nonperformance as to any other part of these terms and conditions or any purchase order.

14. Payment terms will be calculated from the receipt of goods or invoice, whichever is later. "End of Month" dating for shipments received after the 25th of the month will be considered next month's business. Payments shall be issued on the next weekly check run following the due date. Purchaser reserves the right to offset any amounts claimed by Purchaser against any amounts otherwise due Seller.

15. In addition to any other remedies available to Purchaser, failure to comply with these terms and conditions, the provisions of any purchase order, or the applicable provisions of the Nordstrom Direct Procedures Manual, the Routing Guide, the Nordstrom International Packing and Shipping Guide, the NPG Supplier Procedures Manual or the Drop Ship Program, will result in offset charges and handling fees being charged to Seller. In any dispute under any purchase order or these terms and conditions, whether or not litigation is commenced, the prevailing party shall be entitled to its costs and expenses incurred, including reasonable attorneys' fees. The rights and remedies herein expressly provided shall be in addition to any other rights and remedies given by law or in equity, including without limitation, injunctive relief and the right of Purchaser to recover all incidental, special and consequential and punitive damages. All warranties, representations and guaranties and indemnities made by Seller herein are in addition to any and all express or implied warranties provided by law and shall survive termination or cancellation of any purchase order.

16. All merchandise for which Nordstrom Direct is the Purchaser may be resold to Nordstrom, Inc. or its affiliates. Seller acknowledges and agrees that all covenants, representations and warranties of Seller hereunder, and all express and implied warranties with respect to such merchandise, are also for the benefit of and extend to any affiliates of Purchaser or Nordstrom, Inc. Seller agrees that Nordstrom, Inc., or any of its affiliates, shall be entitled to exercise any rights of the Purchaser and to make any claims and return any merchandise directly to Seller pursuant to the terms of any purchase order.

17. In the event of any proceeding, voluntary or involuntary, in bankruptcy or insolvency by or against the Seller, including any proceeding under the United States bankruptcy laws, or any bankruptcy, insolvency or receivership laws of any state or any foreign country, or any political subdivision thereof or in the event of the appointment with or without Seller's consent of a receiver or an assignee for the benefit of creditors, Purchaser may, at its option, cancel any purchase order as to any undelivered portion of the merchandise.

18. Seller agrees that it will not use any trademark, service mark or trade name, patent or trade dress owned or controlled by or licensed to Purchaser or any of its affiliates, or used by Purchaser or its affiliates in connection with any products, lines, departments or other goods or services of Purchaser or its affiliates, including but not limited to "Nordstrom," "Nordstrom Rack," "Nordstrom.com," Nordstrom Direct," "Façonnable" and "Last Chance," except in connection with merchandise shipped to Purchaser in accordance with a valid purchase order. Seller agrees that all trademarks and trade names of Purchaser belong to or are licensed to Purchaser and Seller will make no claim of right to use or of ownership nor will Seller attempt to register any such trademark or trade name. Seller agrees that merchandise rejected or returned for any reason pursuant to the terms of any purchase order, whether or not such rejection is disputed by Seller, including but not limited to merchandise rejected or returned due to shipment after the delivery date or cancel date specified in the purchase order, will not be resold or otherwise distributed by Seller unless all labels, tags, logos, monograms and other items or characteristics identifying Nordstrom, Nordstrom Rack, Nordstrom.com, Nordstrom Direct, Façonnable, Last Chance, or any other trademark, service mark, trade dress or trade name owned or controlled by or licensed to Purchaser or its affiliates, or used by Purchaser or its affiliates in connection with any products, lines, departments or other goods or services of Purchaser or its affiliates, have first been removed.

19. Seller agrees that all merchandise shipped under any purchase order may be advertised and sold by Purchaser (or any of Purchaser's affiliates) at any retail facilities of Purchaser (or any of Purchaser's affiliates), or by means of catalogs, the Internet, or any other electronic or other medium.

20. Each purchase order and the rights and obligations of the parties hereunder shall be determined in accordance with the laws of the State of Washington and shall not be subject to or governed by the U.N. Convention on Contracts for the International Sale of Goods. If litigation arises under any purchase order or these terms and conditions, or as a consequence of any transaction contemplated or resulting from this or either party's performance or breach thereof, jurisdiction and venue of such litigation shall be in the Superior Court for the State of Washington for King County, or the United States District Court for the Western District of Washington in Seattle, at the option of Purchaser, and Seller hereby consents to such jurisdiction and venue. Any award or judgment of any of said courts may be entered and enforced in any other domestic or foreign court of competent jurisdiction, and shall be awarded full faith and credit.

21. No claim, action or demand arising out of the transactions under any purchase order may be brought by Seller more than one year after the cause of action has accrued.

22. Seller hereby assigns to Purchaser all assignable warranty rights with respect to the merchandise in each purchase order, including without limitation all rights of Seller under warranties of any manufacturer of any of the merchandise or any part or component thereof.

23. Each purchase order is enforceable by Purchaser directly against Seller, regardless of whether the purchase order was submitted directly to Seller by Purchaser or was submitted to Seller by another party on behalf of Purchaser. No such other party shall have any authority to act for Purchaser, bind Purchaser to any agreements or modifications or otherwise act as agent for Purchaser. Seller shall not assign or transfer any purchase order, or any interest therein, without the prior written consent of Purchaser, and any attempted assignment made without such consent shall be null and void.

Invoicing Instructions

All invoices must comply with the requirements of the applicable provisions of the Nordstrom Direct Procedures Manual, the NPG Supplier Procedures Manual and the Drop Ship Program. No payment will be made by Purchaser to Seller until Seller has completed and returned all vendor setup forms required by Purchaser.

Transportation Terms and Conditions

A. Shipping mode specified in any purchase order must be adhered to exactly unless permission to deviate is given by Purchaser's Buyer, the Nordstrom Traffic Manager, or NPG Logistics, or if there is a written agreement or exception signed by Purchaser on file.

B. Notwithstanding any agreement to pay freight or other transportation charges, delivery will not be deemed complete and all risk of loss shall remain with Seller until the merchandise has been actually received and accepted by Purchaser or Purchaser's designated agent or customer.

C. All C.O.D. shipments will be refused.

D. For all domestic shipments:

(i) Authorized carrier selection should be made from the Routing Guide. Any questions should be directed to the Regional Traffic Department.

(ii) Orders shipped F.O.B. city of purchase or any specific city and/or state will be delivered free of charge to Purchaser's consolidator and will be considered F.O.B. consolidator. Advance charges to the consolidation point will be at Seller's expense. Orders shipped F.O.B. factory, or EX factory, will not be free of charge to Purchaser's consolidator and freight charges will be the responsibility of the Purchaser from the shipper's door. Orders shipped F.O.B.

Purchaser's distribution center will be delivered free of charge to Purchaser's receiving facility and total freight charges will be at the Seller's expense.

(iii) In addition to any other remedies available to Purchaser, any deviation from the terms of the purchase order, the Routing Guide, or the Nordstrom Direct Procedures Manual, will result in Seller being charged offset charges for freight expenses, handling fees, storage fees and other expenses incurred by Purchaser or Purchaser's refusal agent, and may result in the sale of any rejected and unclaimed merchandise to a salvage agent for recoupment of expenses.

(iv) Merchandise must be packed, shipped and described on bills of lading in accordance with applicable freight tariffs, and shipment must be *without* declared value EXCEPT when shipping U.S. Mail or Purchaser's authorized small package carrier where the shipper declares value and also prepays for the carrier insurance coverage fees. Any deviations will result in offset charges and handling fees being charged to Seller.

(v) Prepaid shipments: All shipments to Purchaser via air and surface carrier must be sent "Collect," or "Consignee Billing," except U.S. Mail shipments. Purchaser will not reimburse Seller for "prepaid" shipments.

(vi) Shipping surface: Merchandise not authorized for air shipment must follow Purchaser's shipping instructions for surface shipment. Seller is responsible for marking "surface" on the top of general bill of lading. An air bill which is used for surface shipment must have the special services requested box marked.

E. For all international shipments:

(i) Authorized freight forwarder selection should be made from the NPG Supplier Procedures Manual. For all international shipping related questions, contact NPG Logistics. To receive a copy of the NPG Supplier Procedures Manual or the Nordstrom International Packing and Shipping Guide, contact NPG Quality Assurance.

(ii) In addition to any other remedies available to Purchaser, any deviation from the terms of the purchase order, the Nordstrom Direct Procedures Manual, the Nordstrom International Packing and Shipping Guide or the NPG Supplier Procedures Manual, will result in Seller being charged offset charges for freight expenses, handling fees, storage fees and other expenses incurred by Purchaser. If a purchase order provides for shipment via ocean and Seller ships the merchandise via air in order to meet the delivery date, Seller shall reduce Purchaser's first cost of the merchandise prior to shipment by an amount at least equal to the difference in the cost of shipment via air over the cost of shipment via ocean.

(iii) The harmonized system ("HS") number provided by Purchaser in any purchase order is advisory and is subject to change in accordance with the final determination by U.S. Customs at time of importation/liquidation of the style. Refer to the NPG Supplier Procedures Manual for additional information on the HS pre-classification program.

Revised April 3, 2006

[See Store/DC List in the Nordstrom Routing Guide.]

SECTION 3

QUALITY STANDARDS AND CONTROLS

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 you use an integrated total quality program that includes:

- 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.

The Fulfillment Center Audit and Inspection Process

The final step in our quality assurance program is an audit at the Nordstrom Direct Fulfillment Center. The purpose of this audit is to provide an additional opportunity for us to monitor your performance and to ensure that the product you have made for us meets our quality expectations.

We audit incoming products using a modified Single Sample Plan Level S-4 (Normal), AQL 4.0:

Modified S4 Normal 4.0 QL			
Lot Size	Quantity to Inspect	Accept	Reject
1 to 8	Entire Lot	Direct	100% Inspect
9 to 150	8	1	2
151 to 280	13	1	2
281 to 500	13	1	2
501 to 1200	20	2	3
1201 to 3200	32	3	4
3201 to 10,000	32	3	4
10,001 to 35,000	50	5	6

ANSI/ASQCZ1.4 – 1993, Modified by Nordstrom Direct

Merchandise is inspected for defects and measured to ensure sizing accuracy. Merchandise may fail inspection for any of the following reasons:

- P/L Incorrect packaging and/or labeling
- F/M Unacceptable defects in fabric or material
- M Measurements out of tolerance
- S Sewing and/or defects
- D/O Dirt and/or oil present
- C Color deviates from standard, variations in shade

Any defect which affects the appearance, durability or performance of a product will result in the rejection of that merchandise. A list of defective merchandise classifications may be found at the end of this section (“Classification of Defective Merchandise”).

If the number of defects is equal to or less than the accept level, the lot passes and goes to stock. If the number of defects is equal to or greater than the reject level, the lot is rejected. If the lot is rejected, the following options are available:

- 100% inspect the entire shipment, charged back to the vendor at a rate of \$60.00 per hour;
- Entire shipment returned to vendor, at vendor's expense, for inspection.

Before we proceed to a 100% inspection, we will do a second audit using a modified single sample plan Level S-4 (Tightened), AQL 4.0.

Modified S4 Normal 4.0 QL			
Lot Size	Quantity to Inspect	Accept	Reject
9 to 150	8	1	2
151 to 280	13	1	2
281 to 500	13	1	2
501 to 1200	20	1	2
1201 to 3200	32	2	3
3201 to 10000	32	2	3
10,001 to 35,000	50	3	4

ANSI/ASQCZ1.4 – 1993, Modified by Nordstrom Direct

Your “Quality Pass Rate” is a record of the percentage of warehouse audits successfully passed by your merchandise. It is available upon request.

Bin Checks and Testing

A shipment may pass an initial audit, but still prove to be defective when it reaches our customers. When customers alert us to a problem, we quickly perform a “Bin Check” to verify that the product remaining in stock is of acceptable quality. If defects are discovered, we then notify the vendor and pull the stock for a 100% inspection (see procedures and costs described above).

In addition to obvious defects, the customer may also alert us to a performance issue (e.g., problems with pilling or colorfastness). When this occurs, we will send the merchandise through garment or wear testing in order to analyze performance. If the product does not meet our expectations (as indicated in the “Performance Specifications” included on page 4 of this manual), we will contact you to discuss resolution and to acquire a return authorization number. In the event of a testing failure, the vendor will be billed for all related fees, which may include but are not limited to any of the following: testing, customer notification, and recall of merchandise.

Establishing a robust quality assurance program is the best way to avoid returns. A thorough, well-designed quality assurance program will help to prevent defective merchandise from leaving your facility and arriving at ours.

Labeling

All garments must be properly labeled as described here. Garments that are not labeled in accordance with all U.S. laws and regulations will fail the quality audit, resulting in offset fees.

Vendors’ Logo Labels

Vendors’ logo labels must be sewn-in, readable and permanent.

Care and Content Labels

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 vendor to understand and apply all labeling rules and requirements. For more information, contact the FTC:

U.S. Federal Trade Commission

Website: <http://www.ftc.gov/os/statutes/textilejump.htm>
Phone: (202) 326-3553
Fax: (202) 326-3197

It is imperative that any product made by foreign or domestic manufacturers be correctly labeled with the following information:

- **Country of Origin**
- **Fiber Content**
- **Registration Number (RN#)**
- **Complete and Accurate Care Instructions**

Care labels must be permanently attached and must remain legible throughout the life of the garment.

Care Instructions

The following information on care instructions is reprinted with permission from the Federal Trade Commission's website. This information is provided to help you more easily create correct care labeling instructions for the garments you are selling to Nordstrom Direct. For additional information on writing a care label, please visit the FTC webpage referenced below.

Federal Trade Commission, Facts for Businesses: "Clothes Captioning: Complying with the Care Labeling Rule" (<http://www.ftc.gov/bcp/online/pubs/buspubs/comeclean.htm>).

[...]

Writing Care Instructions

Labels for clothing must have a washing instruction or a dry cleaning instruction. If the item can be washed and dry cleaned, the label needs only one of these instructions. However, you may want to consider that consumers like having washing instructions for items that can be washed. If you prefer, you can give instructions for both washing and dry cleaning.

Sometimes, because of the particular combination of components, a garment can neither be safely washed nor dry cleaned, but the manufacturer nevertheless wishes to market it. The label on such a garment must say, "Do not wash - Do not dry clean."

We recommend, but don't require, that the terms defined in the Rule's glossary be used when applicable.

The care symbols from the American Society for Testing and Materials (ASTM) designated as ASTM Standard D5489-96c, Standard Guide for Care Symbols for Care Instructions on Textile Products, may be used in place of words, but the symbols must fulfill the requirements of the Rule. These symbols are also very similar but not identical to the symbols designated as an international standard by the International Standards Organization (ISO) that are used in many European countries. Only the ASTM symbols have been approved for use in the United States. The system used in Europe does not provide symbols for all the information required by the Care Labeling Rule. The U.S. representatives to the ISO are working to add the necessary symbols to the international standard and to harmonize the international standard with the ASTM standard

Washing Instructions: Five Elements

One: Washing by hand or by machine

The label must say whether the product should be washed by hand or machine. The label also must give a water temperature setting if regular use of hot water will harm the product.

Two: Bleaching

If all commercially available bleaches can be used on a regular basis without harming the product, the label does not have to mention bleach.

If using chlorine bleach on a regular basis would harm the product, but using non-chlorine bleach on a regular basis would not, the label must say, "Only non-chlorine bleach, when needed."

If all commercially available bleaches would harm the product when used on a regular basis, the label must say "No bleach" or "Do not bleach."

Three: Drying

The label must say whether the product should be dried by machine or some other method. Unless regular use of high temperature will harm the product when machine dried, it is not necessary to indicate a temperature setting.

Four: Ironing

Ironing information must be given on a care label if ironing will be needed on a regular basis. If regular use of a hot iron will not harm a product, it is not necessary to indicate a temperature setting.

Five: Warnings

If the consumer reasonably could be expected to use a care procedure that would harm the product, the label must contain a warning like "Do not," "No," "Only," to warn against the harmful procedure. For example, if a garment will be harmed by ironing, even if ironing is not regularly needed, the label should state, "Do not iron" if the customer can be expected to "touch up" the garment occasionally.

If a care procedure on one product could cause harm to another product being washed with it, a warning must be included. For example, if an item is not colorfast, the label must say, "Wash with like colors" or "Wash separately."

Warnings are not necessary for alternative procedures that could be harmful. For example, if the instructions state, "Dry flat," it's not necessary to state, "Do not tumble dry."

Dry cleaning Instructions

A simple "dry clean" instruction may be used under two conditions. First, if all commercially available types of solvent can be used, the label doesn't have to mention any particular type of solvent. If one or more solvents would harm the product, however, a safe solvent must be mentioned. (For example, "Dry clean, petroleum solvent.") Second, a simple "dry clean" may be used if the dry cleaning process, as defined in the Rule, can be used on the garment with no modifications. If any part of the dry cleaning process would harm the product, the "dry clean" instruction must include a warning to avoid or modify that part of the process. "Do not," "No," "Only," or other clear wording must be used. For example, if steam would damage a garment, the label should say, "Dry clean. No steam." In this situation, where a modification must be made to the normal dry cleaning process, you may, if you wish, say, "Professionally dry clean. No steam." But "Professionally dry clean" should not be used where there is no need to modify the normal dry cleaning process, and it should only be used with the instructions for modifying the process. (E.g.,

"Professionally dry clean. No steam.") By itself, "Professionally dry clean" is not an adequate instruction.

Remember that "Dry clean only" is a warning that the garment cannot be washed. For any warning on the label, you must have evidence that the process warned against will damage the garment. You may label garments "Dry clean only," but only if you have evidence that washing will damage the garment. [...]

Jewelry Care and Cleaning

The following websites provide a variety of useful information about jewelry care and cleaning:

Jewelry Information Center

http://www.jewelryinfo.org/basics/basics_birth_dec.html

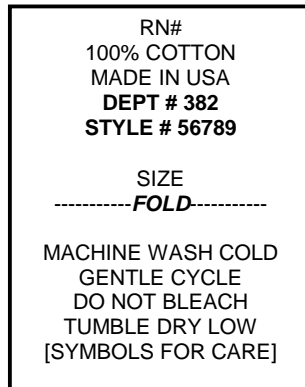
American Gem Trading Association

<http://www.agta.org/>

Gemological Institute of America

<http://www.gia.edu/>

Example of an Acceptable Care and Content Label



(fold is not required)

Registered Identification Number (RN#)

Use your company's RN#.

Content

Identify the percentages of fibers using their generic names. The fiber types should be listed in order from greatest to smallest percentage. In accordance with the Textile Fiber Products Identification Act, the fiber content must be listed using the fiber's generic English-language name.

The following names for natural and man-made fiber may be used on your labels:

- **Acceptable Generic Names for Natural Fibers:** Cotton, Wool (including mohair, camel hair, llama, cashmere, vicuna, and alpaca, any of which are acceptable), Silk, Linen, Ramie, Hemp
- **Acceptable Generic Names for Man-Made Fibers:**

Acetate	Acrylic	Alginate	Anidex	Aramid
Azlon	Carbon	Chlorofibre	Cupro	Elastane
Elastodiene	Elastoester	Fluorofiber	Glass	Lastrile

Lyocell	Metal Fiber	Metallic	Modal	Novalid
Nylon	Nytril	Olefin	PBI	Polyamide
Polyester	Polyethylene	Polypropylene	Rayon	Rubber
Saran	Spandex	Sulfur	Triacetate	Vinal

- **Fiber trademarks may appear on labels if they are located in immediate proximity to the generic name.** Whenever a fiber trademark appears, a complete fiber content disclosure must be made. For example:
80% Cotton
20% Lycra® Spandex
- **Fibers present in amounts of 5% or more** must be listed from greatest to least.
- **Fibers present in amounts of 5% or less** should be identified as “other fiber” unless the fiber has a definite functional significance (i.e., spandex or nylon for stretch).
- **Ornamentation:** If the fiber content of the ornamentation is different from the body of the garment and if the ornamentation does not exceed 5% of the total fiber weight of the garment, the term “Exclusive of Ornamentation” may be used.
- **Trimmings and Findings:** If the fiber content of the trim is different from the body of the garment and the trim does not exceed 15% of the total surface area of the garment, the term “Exclusive of Decoration” may be used.
- **Linings, Interlinings, Fillings and Paddings:** When used to increase the warmth of a garment, rather than for structural purposes, the fiber content of these components must be listed on the content label.
- **Sectional Disclosure:** When a product is made out of two or more sections with different fiber content, the fiber content of the sections should be identified separately. For example: “Yoke & Sleeves: 100% Cotton, Back & Collar: 100% Polyester”.
- **Labeling of Sets:** A care label must be attached to each piece within a set. If the care required of the separate components is different, separate labels specifying the appropriate care for each item should be used, rather than a single generic label.

Miscellaneous Labeling Points

Button Bags

A paper button bag is preferred to plastic. We encourage vendors to affix extra buttons to the inside seams of garments.

Care Label Approval

Your Quality Specification will require you to send a copy of the care label information for approval prior to production. This approval is granted for general layout and content, but the vendor is ultimately responsible for ensuring that the care information is accurate and appropriate to the garment’s end-use.

Country of Origin

The country of origin in which the product is manufactured must be indicated on the label.

Department Number

The Nordstrom Direct department number may be found on the purchase order.

Dye Lots

At the request of the Nordstrom Direct Buyer, you may be required to identify dye lots on your labels. You will receive advance notification if this is necessary.

Vendor Claims

Quality Inspection on Incoming Product

Incoming merchandise that fails an audit or 100% inspection will be returned to the vendor at the vendor's expense. The vendor claim will include transportation charges, administrative fees, insurance (when applicable), and merchandise cost. It is our policy to return defective units to you as quickly as possible so that you may see the defects and correct any problems prior to future production.

- Vendors will be contacted for an RA# (return authorization number). Vendors must provide the RA within ten business days from the date of the request. After ten business days, the cost of the defective items will be deducted from payment to the vendor in the form of a claim. Defective items will then be returned to the vendor at the vendor's expense, with all cartons marked "NORDSTROM DIRECT QA DEFECTIVE". Refusal of this shipment will result in the by Nordstrom Direct. The monetary claim will remain valid.
- It is the vendor's responsibility to provide Nordstrom Direct with accurate information regarding the return of defective items. If the information is inaccurate, or if none is provided, Nordstrom Direct may dispose of defective items. The dollar amount claimed will remain valid.
- Vendors who issue an invalid RA#, resulting in the return of defective goods, will be charged back a flat fee of \$150 in addition to all associated shipping costs. Nordstrom Direct may dispose of claimed items, and the dollar amount claimed will remain valid.

Customer Returns Due to Manufacturing Defects

All other miscellaneous defective claims (i.e., customer return due to manufacturing defect) will be resolved through the Defective Claims Agreement signed by the vendor and the buyer.

- **All** merchandise with manufacturing defects that is returned by the customer will be claimed back to the vendor according to the Defective Claims Agreement. Defective items will be returned to the vendor when they are received from the customer, even if it is after the "selling season" and/or up to one year after the purchase order receipt date.
- Vendors who request that they be contacted on a monthly basis for Return Authorization will be given ten business days from the date of the request to provide an RA#. After ten business days, defective items will be deducted from payment to the vendor in the form of a claim. Defective items will then be returned to the vendor at the vendor's expense, with all cartons marked "NORDSTROM DIRECT DEFECTIVE". Refusal of this shipment will result in the disposal of these goods by Nordstrom Direct. The monetary claim will remain valid.
- Note: Vendors who refuse delivery of defective goods are subject to a \$150 charge back in addition to all associated shipping costs. Nordstrom Direct may dispose of the defective items and the dollar amount claimed will remain valid.
- It is the vendor's responsibility to notify Nordstrom Direct of any change of address. Please contact the Fulfillment Center at (319) 846-4000 with any updates.

Classification of Defective Merchandise

When defective merchandise is discovered in a Fulfillment Center inspection, we will classify the merchandise by defect type. The following list enumerates defects that may cause failure of an inbound shipment. It is not intended to be comprehensive, but rather an indication of some of the most common defects.

P/L – PACKAGING/LABELING

Labels

- Missing country of origin label
- Missing fiber content label
- Missing or wrong size on label
- Label not sewn completely or securely
- Label sewn in too deep, covering wording

- Label not legible for the life of the product
- Label not sewn straightly and securely

F – FABRIC/MATERIAL

- Conspicuous thick and thin yarns
- Conspicuous tension lines
- Conspicuous needle lines or finishing creases
- Hole, runner or drop stitches
- Conspicuous slubs and knots
- Skewed, bowed or biased fabric
- Dye spots, streaks or smears
- Conspicuous pilling
- Not cut on grain
- Nap not as specified
- Knitted in, foreign or colored thread (off color fly)
- Snags, pulls in fabric
- Mismatched plaid or stripe
- Fabric repair
- No fold line down center front or center back

M – MEASUREMENTS

- Exceeding sewing tolerance

S – SEWING/ASSEMBLY

Stitching/Seams

- Inadequate stitches per inch
- Needle cut, nick, needle pull or visible abrasion caused by needles
- Raw edge
- Needle holes
- Seams puckered, twisted, roped or pleated
- Seams distorted by stretching
- Improper or conspicuous seam repair
- Improper tension resulting in loose seams or popping stitches when stretched
- Ends of stitching, when not caught in other seams, not secured
- Foreign objects embedded in seams
- Broken stitch in seam or decorative stitching
- Any dropped stitch in a non-locking seam
- Two or more consecutive skipped stitches on a seaming or joining lock stitch
- Uneven stitch lines
- Mismatched seams
- Roped seams
- Excessive untrimmed threads
- Buttonhole incorrect size for button
- Insufficient back-tack or bar-tack
- Foreign matter or excessive raveling caught between plies and visible on face
- Any part of garment or fabric caught in an unrelated operation or stitching
- More than two splices on one binding operation
- Irregular stitch gauge
- Improper vertical and horizontal stripe and plaid match

Trim Attachment

Fasteners/Buttons/Snaps/Zippers/Buckles

- Missing, broken, defective, misplaced or insecurely sewn
- Components not securely affixed or improperly stitched down
- Corroded or oxidized components
- Button incorrect size for button hole
- Broken, bent, cracked, improperly clinched or failing to affect a secure closure or to open freely
- Missing zipper pull
- Missing top or bottom zipper stop
- Zipper does not operate smoothly through range of length
- Missing components

Draw Cord

- End of draw cord not finished, knotted or otherwise treated to prevent pulling back
- Eyelet missing or misplaced

Shoulder Pads

- Not secure
- Uneven pad position
- Not correct color, size or type

Pressing

- Burns, scorching shine marks
- Sweaters must not be pressed out to size

D/O – DIRT/OIL

- Any conspicuous spot or stain regardless of size or location
- Surface contamination
- Offensive odor

C – COLOR

- Any deviation from color, stripe pattern, stripe sequence, or color combination as approved
- Color which is off-standard or outside accepted shade band
- Shading between parts of a garment or within a garment
- Wrong shade of thread affecting appearance
- Noticeable crocking

SECTION 4

SPECIFICATION FORMS

Graded Measurement Specifications

Women's

- Blazers, Jackets & Vests
- Blouses, Tops & Sweaters
- Dresses & Jumpers
- Outerwear
- Pants & Shorts
- Skirts

Junior's

- Blazers, Jackets & Vests
- Blouses, Tops & Sweaters
- Dresses & Jumpers
- Outerwear
- Pants & Shorts
- Skirts

Men's

- Blazers, Jackets & Vests
- Pants & Shorts
- Shirts/Tops

Infants

- Blouses, Tops & Sweaters
- Dresses & Jumpers
- Pants
- Rompers & Coveralls
- Skirts

Toddlers', Girls' and Boys'

- Blouses, Tops & Sweaters
- Dresses & Jumpers
- Pants
- Rompers & Coveralls
- Skirts

Graded Measurement Specifications

- Providing graded measurement specification information is a point of difference for Nordstrom in the industry and underscores our commitment to customer service.
- Supplier specification forms are used to create 'Fit Tips' for our online products. By providing our customers with "Fit Tips" and with access to actual garment specs, we are able to help them select the right size and offer them a better fit. This is of critical importance because our online customers cannot try merchandise on before purchasing it.
- Please fill out the blank graded specification form and send it to your Fit & Product specialist. The graded spec should indicate the measurements that are used in your final production. Product Coordinators may also request the graded specification when they send out their item information sheet.

Item Information

The Product Coordinators for each department will request that item information be entered on an Item information spreadsheet. This completed form should include the following information:

- Care Instructions (washing & drying);
- Fabric Content (including lining);
- Product Origin;
- Fabric Origin.

MISSY, PETITE & PLUS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

Providing SPECS is a point of difference for Nordstrom in the industry and illustrates our commitment to customer service. Supplier specs are used to create "Fit Tips" for our on-line products. By providing our customers with "Fit Tips", we are able to better fit them with the right size. This information is critical for on-line business, since our customers cannot try the merchandise on before purchasing.

Please fill out all points of measure completely. The graded specs should be the measurements that are used for your final production.

Before beginning production, please review the "N.Direct Quality Standards & Controls" section of the Nordstrom Supplier Compliance Manual (www.nordstromsupplier.com). Your bulk production must adhere to an acceptable level of performance. We also expect your company's quality controls to prevent defective merchandise from reaching our warehouse.

BLAZERS, JACKETS & VESTS	0	1X	2X	3X	4X
	14	16	18	20	22
	XS	S	M	L	XL
	2	4	6	8	10
HPS BACK LENGTH HPS to bttm edge of garment					
CB BACK LENGTH CB to bttm edge of garment					
SHOULDER straight across back, seam to seam					
CHEST 1" below armhole, edge to edge					
HIP ___" from HPS, straight across, edge to edge					
SWEEP outside edge to outside edge, at hem, straight across					
SLEEVE LENGTH from shoulder seam to sleeve hem					
CB SLEEVE LENGTH from CB neck to shoulder seam to sleeve hem					

Recommended Size Equals:
XS =
S =
M =
L =
XL =

FIT KEY WORD: **FORM FITTING** **SEMI FITTED** **EASY FIT** **LOOSE FIT**

MISSY, PETITE & PLUS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

Providing SPECS is a point of difference for Nordstrom in the industry and illustrates our commitment to customer service. Supplier specs are used to create "Fit Tips" for our on-line products. By providing our customers with "Fit Tips", we are able to better fit them with the right size. This information is critical for on-line business, since our customers cannot try the merchandise on before purchasing.

Please fill out all points of measure completely. The graded specs should be the measurements that are used for your final production.

Before beginning production, please review the "N.Direct Quality Standards & Controls" section of the Nordstrom Supplier Compliance Manual (www.nordstromsupplier.com). Your bulk production must adhere to an acceptable level of performance. We also expect your company's quality controls to prevent defective merchandise from reaching our warehouse.

BLOUSES, TOPS & SWEATERS	0X		1X		2X		3X		4X
		14	16	18	20	22	24	26	28
	XS		S		M		L		XL
	2	4	6	8	10	12	14	16	18
HPS BACK LENGTH HPS to btm edge of garment									
CB BACK LENGTH CB to btm edge of garment									
SHOULDER straight across back, seam to seam									
CHEST 1" below armhole, edge to edge									
SWEEP outside edge to outside edge, at hem, straight across									
SLEEVE LENGTH from shoulder seam to sleeve hem									
CB SLEEVE LENGTH from CB neck to shoulder seam to sleeve hem									

Recommended Size Equals:
XS =
S =
M =
L =
XL =

FIT KEY WORD: **FORM FITTING SEMI FITTED EASY FIT LOOSE FIT**

MISSY, PETITE & PLUS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

Providing SPECS is a point of difference for Nordstrom in the industry and illustrates our commitment to customer service. Supplier specs are used to create "Fit Tips" for our on-line products. By providing our customers with "Fit Tips", we are able to better fit them with the right size. This information is critical for on-line business, since our customers cannot try the merchandise on before purchasing.

Please fill out all points of measure completely. The graded specs should be the measurements that are used for your final production.

Before beginning production, please review the "N.Direct Quality Standards & Controls" section of the Nordstrom Supplier Compliance Manual (www.nordstromsupplier.com). Your bulk production must adhere to an acceptable level of performance. We also expect your company's quality controls to prevent defective merchandise from reaching our warehouse.

DRESSES & JUMPERS	0X		1X		2X		3X		4X
		14	16	18	20	22	24	26	28
	XS		S		M		L		XL
	2	4	6	8	10	12	14	16	18
HPS BACK LENGTH	HPS to bttm edge of garment								
CB BACK LENGTH	CB to bttm edge of garment								
SHOULDER	Straight across back, seam to seam								
CHEST	Full msrmt, 1" below armhole, outside edge to outside edge								
HIP/SEAT	Full msrmt, outside edge to outside edge, ___" below HPS								
SWEEP	outside edge to outside edge, at hem, straight across								
SLEEVE LENGTH	from shoulder seam to sleeve hem								
CB SLEEVE LENGTH	from CB neck to shoulder seam to sleeve hem								

Recommended Size Equals:
XS =
S =
M =
L =
XL =

FIT KEY WORD: **FORM FITTING** **SEMI FITTED** **EASY FIT** **LOOSE FIT**

MISSY, PETITE & PLUS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

Providing SPECS is a point of difference for Nordstrom in the industry and illustrates our commitment to customer service. Supplier specs are used to create "Fit Tips" for our on-line products. By providing our customers with "Fit Tips", we are able to better fit them with the right size. This information is critical for on-line business, since our customers cannot try the merchandise on before purchasing.

Please fill out all points of measure completely. The graded specs should be the measurements that are used for your final production.

Before beginning production, please review the "N.Direct Quality Standards & Controls" section of the Nordstrom Supplier Compliance Manual (www.nordstromsupplier.com). Your bulk production must adhere to an acceptable level of performance. We also expect your company's quality controls to prevent defective merchandise from reaching our warehouse.

OUTERWEAR	0X	1X	2X	3X	4X
	14	16	18	20	22
	XS	S	M	L	XL
	2	4	6	8	10
HPS BACK LENGTH HPS to bttm edge of garment					
CB BACK LENGTH CB to bttm edge of garment					
SHOULDER straight across back, seam to seam					
CHEST 1" below armhole, edge to edge					
WAIST Full msrmt, outside edge to outside edge, ___" below HPS					
HIP Full msrmt, outside edge to outside edge, ___" below HPS					
BOTTOM/SWEEP Full msrmt, outside edge to outside edge at bottom hem					
SLEEVE LENGTH From shoulder seam to sleeve hem					
CB SLEEVE LENGTH From CB neck to shoulder seam to sleeve hem					

Recommended Size Equals:
XS =
S =
M =
L =
XL =

FIT KEY WORD: **FORM FITTING** **SEMI FITTED** **EASY FIT** **LOOSE FIT**

MISSY, PETITE & PLUS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

Providing SPECS is a point of difference for Nordstrom in the industry and illustrates our commitment to customer service. Supplier specs are used to create "Fit Tips" for our on-line products. By providing our customers with "Fit Tips", we are able to better fit them with the right size. This information is critical for on-line business, since our customers cannot try the merchandise on before purchasing.

Please fill out all points of measure completely. The graded specs should be the measurements that are used for your final production.

Before beginning production, please review the "N.Direct Quality Standards & Controls" section of the Nordstrom Supplier Compliance Manual (www.nordstromsupplier.com). Your bulk production must adhere to an acceptable level of performance. We also expect your company's quality controls to prevent defective merchandise from reaching our warehouse.

PANTS & SHORTS	24	25	26	27	28	29	30	31	32
	0X		1X		2X		3X		4X
		14	16	18	20	22	24	26	28
	XS		S		M		L		XL
	2	4	6	8	10	12	14	16	18
WAISTBAND HEIGHT									
WAIST Outside edge to outside edge along top edge of band									
HIP "V" msmnst, __" below btm of band									
FRONT RISE From top of band to crotch point									
BACK RISE From top of band to crotch point									
INSEAM From crotch point to hem									
LEG OPENING Outside edge to outside edge across bottom edge									

Recommended Size Equals:
XS =
S =
M =
L =
XL =

FIT KEY WORD: **FORM FITTING** **SEMI FITTED** **EASY FIT** **LOOSE FIT**

MISSY, PETITE & PLUS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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SKIRTS	0X		1X		2X		3X		4X
		14	16	18	20	22	24	26	28
	XS		S		M		L		XL
	2	4	6	8	10	12	14	16	18
WAISTBAND HEIGHT									
WAIST Outside edge to outside edge along top edge of band									
HIP ___" below waistband or top edge (specify), straight across									
CB LENGTH At center back, from bttm of band seam, straight to hem									
SWEEP Full msrmt, outside edge to edge at bttm hem, straight across									

Recommended Size Equals:
XS =
S =
M =
L =
XL =

FIT KEY WORD: **FORM FITTING** **SEMI FITTED** **EASY FIT** **LOOSE FIT**

JUNIOR & JUNIOR PLUS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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BLAZERS, JACKETS & VESTS	0X		1X		2X		3X		
		XS		S		M		L	XL
	0	1	3	5	7	9	11	13	15
BACK LENGTH HPS to bttm edge of garment									
SHOULDER Straight across back, seam to seam									
CHEST 1: below armhole, edge to edge									
HIP ___"from HPS, straight across, edge to edge									
SWEEP At hem, straight across, edge to edge									
CB SLEEVE LENGTH From CB neck to shoulder seam to hem									

Recommended Size Equals:
XS =
S =
M =
L =
XL =

S FIT KEY WORD: FORM FITTING SEMI FITTED EASY FIT LOOSE FIT

JUNIOR & JUNIOR PLUS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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BLOUSES, TOPS & SWEATERS		0X		1X		2X		3X		
			XS		S		M		L	XL
		0	1	3	5	7	9	11	13	15
BACK LENGTH	HPS to bttm edge of garment									
SHOULDER	Straight across back, seam to seam									
CHEST	1" below armhole, outside edge to outside edge									
SWEEP	Straight across at bttm hem or top of vent									
CB SLEEVE LENGTH	From CB neck to shoulder seam to hem									

Recommended Size Equals:
XS =
S =
M =
L =
XL =

FIT KEY WORD: **FORM FITTING** **SEMI FITTED** **EASY FIT** **LOOSE FIT**

JUNIOR & JUNIOR PLUS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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DRESSES & JUMPERS	0X		1X		2X		3X		
		XS		S		M		L	XL
	0	1	3	5	7	9	11	13	15
BACK LENGTH HPS to bttm edge of garment									
SHOULDER Straight across back, seam to seam									
CHEST 1" below armhold outside edge to outside edge									
HIP ___" from HPS, measure straight across									
SWEEP Straight across at hem OR top of vent									
CB SLEEVE LENGTH From CB neck to shoulder seam to sleeve hem									

Recommended Size Equals:
XS =
S =
M =
L =
XL =

FIT KEY WORD: **FORM FITTING** **SEMI FITTED** **EASY FIT** **LOOSE FIT**

JUNIOR & JUNIOR PLUS

CATALOG ITEM #:	Important:								
OFFER:	Providing SPECS is a point of difference for Nordstrom in the industry and illustrates our commitment to customer service.								
VENDOR NAME:	Supplier specs are used to create "Fit Tips" for our on-line products. By providing our customers with "Fit Tips", we are able to better fit them with the right size. This information is critical for on-line business, since our customers cannot try the merchandise on before purchasing.								
VENDOR STYLE #:	Please fill out all points of measure completely. The graded specs should be the measurements that are used for your final production.								
SIZE RANGE:	Before beginning production, please review the "N.Direct Quality Standards & Controls" section of the Nordstrom Supplier Compliance Manual (www.nordstromsupplier.com). Your bulk production must adhere to an acceptable level of performance. We also expect your company's quality controls to prevent defective merchandise from reaching our warehouse.								
DESCRIPTION:									
BUYER:									
DATE SUBMITTED:									
OUTERWEAR	0X		1X		2X		3X		
		XS		S		M		L	XL
	0	1	3	5	7	9	11	13	15
HPS BACK LENGTH	HPS to bttm edge of garment -or-								
CB BACK LENGTH	CB to bttm edge of garment								
SHOULDER	straight across back, shldr to shldr, seam to seam								
CHEST	1" below armhole, outside edge to outside edge								
WAIST	Full msrmt, outside edge to outside edge ___" below HPS								
HIP	Full msrmt, outside edge to outside edge ___" below HPS								
BOTTOM/SWEEP	Full msr, outside edge to edge at bttm hem or top of vent								
SLEEVE LENGTH	From shoulder seam to sleeve hem - or -								
CB SLEEVE LENGTH	From CB neck, to shoulder seam, to sleeve hem								

Recommended Size Equals:
XS =
S =
M =
L =
XL =

FIT KEY WORD: **FORM FITTING** **SEMI FITTED** **EASY FIT** **LOOSE FIT**

JUNIOR & JUNIOR PLUS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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PANTS & SHORTS	0X		1X		2X		3X				
	24	25	26	27	28	29	30	31	32	33	34
		XS		S		M		L	XL		
	0	1	3	5	7	9	11	13	15		
WAIST Outside edge to outside edge along top edge of band											
ELASTIC WAST STR Ext outside edge to outside edge along top edge of band											
HIP "V" msmnst, ___" below bottom of band											
FRONT RISE From top of band to crotch point											
BACK RISE From top of band to crotch point											
INSEAM From crotch point to hem											
LEG OPENING Outside edge to outside edge across bottom edge											

Recommended Size Equals:
XS =
S =
M =
L =
XL =

FIT KEY WORD: **FORM FITTING** **SEMI FITTED** **EASY FIT** **LOOSE FIT**

JUNIOR & JUNIOR PLUS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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SKIRTS	0X		1X		2X		3X				
	24	25	26	27	28	29	30	31	32	33	34
		XS		S		M		L	XL		
	0	1	3	5	7	9	11	13	15		
WAIST	Ext outside edge to outside edge along top edge of band										
ELASTIC WAST STR	Outside edge to outside edge along top edge of band										
HIP	___" below band, straight across, edge to edge										
CB LENGTH	At center back, from bottom of band seam straight to hem										

Recommended Size Equals:
XS =
S =
M =
L =
XL =

FIT KEY WORD: **FORM FITTING** **SEMI FITTED** **EASY FIT** **LOOSE FIT**

MEN'S

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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BLAZERS, JACKETS & VESTS		S		M		L		XL		XXL	
		36	38	40	42	44	46	48	50	52	
		BACK LENGTH	HPS to bottom edge of garment								
SHOULDER	Straight across back, shldr point to shldr point, seam to seam										
CHEST	Full msrmt, 1" blw armhole outside edge to outside edge										
WAIST	Full msrmt, outside edge to outside edge, ____" below HPS										
SEAT/HIP	Full msrmt, outside edge to outside edge, ____" below HPS										
BOTTOM/SWEEP	Full msrmt, outside edge ____" below HPS										
CB SLEEVE LENGTH	From CB neck, to shoulder seam, to sleeve hem										
SLEEVE LENGTH	Shoulder seam to bottom of sleeve										

Recommended Size Equals:
XS =
S =
M =
L =
XL =
XXL =
3XL =
4XL =
5XL =

MEN'S

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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PANTS & SHORTS		S	M		L		XL		XXL			
		30	31	32	33	34	35	36	38	40	41	42
WAIST	Full msrmnt, outside edge to edge along top of waistband											
ELASTIC WAIST STR	Full msrmnt, outside edge to edge											
SEAT/HIP	"V" msrmnt, 4" up from crotch, or ____" below top of waistband											
FRONT RISE	From top of band to crotch point											
BACK RISE	From top of band to crotch point											
INSEAM	From crotch point to bottom hem											
LEG OPENING	Full msrmnt, outside edge to edge across bottom edge											

Recommended Size Equals:
XS =
S =
M =
L =
XL =
XXL =

MEN'S

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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SHIRTS / TOPS	S	M		L		XL		XXL	
	14 1/2	15	15 1/2	16	16 1/2	17	17 1/2	18	18 1/2
BACK LENGTH HPS to bottom edge of garment									
SHOULDER Straight across back, shldr point to shldr point, seam to seam									
CHEST Full msrmt, 1" blw armhole outside edge to outside edge									
WAIST Full msrmt, outside edge to outside edge, ___" below HPS									
BOTTOM/SWEEP Full msrmt, outside edge ___" below HPS									
CB SLEEVE LENGTH From CB neck, to shoulder seam, to sleeve hem									

Recommended Size Equals:

XS =
S =
M =
L =
XL =
XXL =

INFANTS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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BLOUSES, TOPS & SWEATERS		NB	3M	6M	9M	12M	18M	24M
BACK LENGTH	HPS to hem, parallel to CB							
SHOULDER	Point to point							
CHEST	Full measurement 1" below arm hole							
WAIST	Full measurement							
SWEEP	Circumference on bottom hem, or top of vent - straight							
CB SLEEVE LENGTH	CB neck seam to shoulder point, to sleeve hem							
SLEEVE OPENING	Full measurement							

Recommended Size Equals:
S =
M =
L =
XL =
XXL =

INFANTS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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DRESSES & JUMPERS	NB	3M	6M	9M	12M	18M	24M
BACK LENGTH HPS to hem, parallel to CB							
BODICE LENGTH From HPS to seam on front							
SKIRT LENGTH Bottom of waistband to bottom edge of garment							
SHOULDER Point to point							
CHEST Full measurement 1" below arm hole							
HIP Outside edge to outside edge							
SWEEP Measure straight across front edge, outside edge to outside edge							
CB SLEEVE LENGTH CB neck seam to shoulder point, to sleeve hem							
SLEEVE OPENING Full measurement							
VENT HEIGHT Hem to highest point of opening							

Recommended Size Equals:

S =
M =
L =
XL =
XXL =

INFANTS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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PANTS	NB	3M	6M	9M	12M	18M	24M
WAIST Outside edge to outside edge along top of band							
ELASTIC WAIST STR Edge to edge along top of band							
HIP "V" measurement ____" below btm of band							
FRONT RISE From top of band to crotch point							
BACK RISE From top of band to crotch point							
INSEAM From crotch point to bottom hem							
LEG OPENING Full measurement, outside edge to outside edge across bottom edge							

Recommended Size Equals:
S =
M =
L =
XL =
XXL =

INFANTS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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ROMPERS AND COVERALLS	NB	3M	6M	9M	12M	18M	24M
BODY LENGTH From HPS or top of strap to crotch point.							
CHEST Full measurement, 1" below armhole.							
WAIST Full measurement.							
HIP "V" msmnst ___" below bottom of band							
INSEAM From crotch point to bottom hem.							
LEG OPENING Full msrmnt, outside edge to outside edge across bottom edge.							

Recommended Size Equals:
S =
M =
L =
XL =
XXL =

INFANTS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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SKIRTS		NB	3M	6M	9M	12M	18M	24M
WAIST	Outside edge to outside edge.							
ELASTIC WAIST STR	Edge to edge along top of band.							
HIP	Straight across - 8" below bottom of waistband.							
SWEEP	Straight across edge to edge or at top of vent.							
CB LENGTH	Bottom of band to bottom edge of skirt.							

Recommended Size Equals:
S =
M =
L =
XL =
XXL =

TODDLERS, GIRLS AND BOYS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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BLOUSES, TOPS AND SWEATERS					XS	S	M	L	XL	S		M	L		XL	
		2T	3T	4T	4	5	6	7	7X	8	10	12	14	16	18	20
BACK LENGTH	HPS to hem, parallel to CB															
SHOULDER	Point to point															
CHEST	Full measurement 1" below arm hole															
WAIST	Full measurement 1" below arm hole															
SWEEP	Circumference on bottom hem, or top of vent, straight.															
CB SLV LNPTH	CB neck seam to shoulder point, to sleeve hem															
SLEEVE OPENING	Full measurement.															

Recommended Size Equals:
S =
M =
L =
XL =
XXL =

TODDLER GIRLS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

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DRESSES AND JUMPERS				XS	S	M	L	XL	S		M		L		XL
	2T	3T	4T	4	5	6	7	7X	8	10	12	14	16	18	20
BACK LENGTH HPS to hem, parallel to CB															
BODICE LENGTH From HPS to seam on front															
SKIRT LENGTH Bottom of waistband to bottom edge of garment															
SHOULDER Point to point															
CHEST Full measurement 1" below arm hole															
HIP Outside edge to outside edge															
SWEEP Measure straight across, outside edge to outside edge															
CB SLV LENGTH CB neck seam to shoulder point, to sleeve hem															

Recommended Size Equals:
S =
M =
L =
XL =
XXL =

TODDLERS, GIRLS AND BOYS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

Providing SPECS is a point of difference for Nordstrom in the industry and illustrates our commitment to customer service. Providing "Fit Tips" for our on-line products. By providing our customers with "Fit Tips", we are able to better fit them with the right size business, since our customers cannot try the merchandise on before purchasing.

Please fill out all points of measure completely. The graded specs should be the measurements that are used for your fit.

Before beginning production, please review the "N.Direct Quality Standards & Controls" section of the Nordstrom Supplier Compliance Manual (www.nordstromsupplier.com). Your bulk production must adhere to an acceptable level of performance. We also expect defective merchandise from reaching our warehouse.

PANTS				XS	S	M	L	XL	S		M
	2T	3T	4T	4	5	6	7	7X	8	10	12
WAIST Outside edge to outside edge along top of band.											
ELASTIC WAIST STR Edge to edge along top of band.											
HIP "V" msmnt ____" below bottom of band.											
FRONT RISE From top of band to crotch point											
BACK RISE From top of band to crotch point											
INSEAM From crotch point to bottom hem.											
LEG OPENING Full msmnt, outside edge to outside edge across bottom edge.											

Recommended Size Equals:
S =
M =
L =
XL =
XXL =

TODDLERS, GIRLS AND BOYS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

Providing SPECS is a point of difference for Nordstrom in the industry and illustrates our commitment to customer service. Supplier specs are used to create "Fit Tips" for our on-line products. By providing our customers with "Fit Tips", we are able to better fit them with the right size. This information is critical for on-line business, since our customers cannot try the merchandise on before purchasing.

Please fill out all points of measure completely. The graded specs should be the measurements that are used for your final production.

Before beginning production, please review the "N.Direct Quality Standards & Controls" section of the Nordstrom Supplier Compliance Manual (www.nordstromsupplier.com). Your bulk production must adhere to an acceptable level of performance. We also expect your company's quality controls to prevent defective merchandise from reaching our warehouse.

ROMPERS AND COVERALLS					XS	S	M	L	XL	S		M		L		XL
		2T	3T	4T	4	5	6	7	7X	8	10	12	14	16	18	20
BODY LENGTH	From HPS or top of strap to crotch point.															
CHEST	Full measurement, 1" below armhold.															
WAIST	Full measurement.															
HIP	"V" msrmt ___" below bottom of band.															
INSEAM	From crotch point to bottom hem.															
LEG OPENING	Full msrmt, outside edge to outside edge across bottom edge.															

Recommended Size Equals:
S =
M =
L =
XL =
XXL =

TODDLER GIRLS

CATALOG ITEM #:
OFFER:
VENDOR NAME:
VENDOR STYLE #:
SIZE RANGE:
DESCRIPTION:
BUYER:
DATE SUBMITTED:

Important:

Providing SPECS is a point of difference for Nordstrom in the industry and illustrates our commitment to customer service. Supplier specs are used to create "Fit Tips" for our on-line products. By providing our customers with "Fit Tips", we are able to better fit them with the right size. This information is critical for on-line business, since our customers cannot try the merchandise on before purchasing.

Please fill out all points of measure completely. The graded specs should be the measurements that are used for your final production.

Before beginning production, please review the "N.Direct Quality Standards & Controls" section of the Nordstrom Supplier Compliance Manual (www.nordstromsupplier.com). Your bulk production must adhere to an acceptable level of performance. We also expect your company's quality controls to prevent defective merchandise from reaching our warehouse.

SKIRTS				XS	S	M	L	XL	S		M		L		XL
	2T	3T	4T	4	5	6	7	7X	8	10	12	14	16	18	20
WAIST Outside edge to outside edge.															
ELASTIC WAIST STR Edge to edge along top of band.															
HIP Straight across - 8" below bottom of waistband.															
SWEEP Straight across edge to edge at top of vent.															
CB LENGTH Bottom of band to bottom edge of skirt.															

Recommended Size Equals:
S =
M =
L =
XL =
XXL =

SECTION 5

SAMPLES AND PRODUCT DEVELOPMENT

Photo Samples

Vendors are required to provide photo samples. **Photo samples must be made of production quality fabric.**

Photo Sample Requirements

Please keep the following points in mind when sending photo samples to our office:

- The merchandise buyer will provide you with sample sizes, any necessary length adjustments, and photo sample due dates.
- All photo samples must be tagged with a completed Nordstrom Direct Hangtag. (An example of the hangtag is provided below.)
- Photo samples are sent at the vendor's expense. Nordstrom Direct should not be invoiced for samples.
- Send photo samples to:
(Buyer's Name)
Nordstrom Direct
1700 7th Ave, Ste. 300
Seattle, WA 98101
- Mark the photo sample shipping box: "URGENT PHOTO SAMPLE."
- Photo sample shipping box size may differ from the required box size for bulk shipments.
- Photo samples must be an exact representation of the bulk product that will be received in our fulfillment center. Photo samples must match the fabric, trim and color that will be used for bulk production.
- A completed "Merchandise Set-up Prep Form" must accompany all photo samples. This form will be sent to you via e-mail or fax by the department category assistant staff.

Critical Point Regarding Color

If you know that the color of the photo sample is not correct, attach a minimum 10" x 10" swatch to both photo samples to show how you will ship bulk production. The color deviation must be noted on the hangtag. The swatches will be used to color correct photos and better represent bulk production.

Cost of Sampling

All samples are considered a cost of doing business and are provided and shipped to Nordstrom Direct at the vendor's expense.

Nordstrom Direct Sample Hangtags

Tagging of Samples

In order to expedite the approval process, it is critical that all photo samples be tagged with a Nordstrom Direct Hangtag as shown below. Please copy this blank tag onto hard card stock paper and attach to the photo samples. A sheet of four tags is provided on the next page to make it easier for you to recreate this tag. The top portion of the tag must be clearly and completely filled out by the vendor. The purpose of the sample (i.e. fit) must be checked off so that the sample arrives in the appropriate department.

Location of Tag

- Dresses, jackets, vests, blouses, tops, sweaters: Attach to center back neckline on the outside of the garment.
- Skirts, pants, and shorts: Attach to center back waist on the outside of the garment.

Reminder

Any aspects of the sample that are **not** representative of bulk production must be noted on the upper portion of the comment section.

NORDSTROM DIRECT						
<i>Vendor should complete all information in this section</i>						
Date Appropriate Box	Meeting Smpl	Fit Smpl	Photo Smpl	Final Smpl	Size Run	Other Pls Specify
Vendor Name:						
Vendor Style #:						
Description:						
Size:			Size Range:			
Buyer:						
Comments:						
<i>Nordstrom Direct Use Only</i>						
Item#:			Book/Season:			
Macs Color Name:						
Retail:						
Dept./Class:						
Catalog:						
Vendor Number:						
Date Received:						
Comments:						

NORDSTROM DIRECT						
<i>Vendor should complete all information in this section</i>						
Date Appropriate Box	Meeting Smpl	Fit Smpl	Photo Smpl	Final Smpl	Size Run	Other Pls Specif y
Vendor Name:						
Vendor Style #:						
Description:						
Size:			Size Range:			
Buyer:						
Comments:						
<i>Nordstrom Direct Use Only</i>						
Item#:			Book/Season:			
Macs Color Name:						
Retail:						
Dept./Class:						
Catalog:						
Vendor Number:						
Date Received:						
Comments:						
NORDSTROM DIRECT						
<i>Vendor should complete all information in this section</i>						
Date Appropriate Box	Meeting Smpl	Fit Smpl	Photo Smpl	Final Smpl	Size Run	Other Pls Specif y
Vendor Name:						
Vendor Style #:						
Description:						
Size:			Size Range:			
Buyer:						
Comments:						
<i>Nordstrom Direct Use Only</i>						
Item#:			Book/Season:			
Macs Color Name:						
Retail:						
Dept./Class:						
Catalog:						
Vendor Number:						
Date Received:						
Comments:						

NORDSTROM DIRECT						
<i>Vendor should complete all information in this section</i>						
Date Appropriate Box	Meeting Smpl	Fit Smpl	Photo Smpl	Final Smpl	Size Run	Other Pls Specif y
Vendor Name:						
Vendor Style #:						
Description:						
Size:			Size Range:			
Buyer:						
Comments:						
<i>Nordstrom Direct Use Only</i>						
Item#:			Book/Season:			
Macs Color Name:						
Retail:						
Dept./Class:						
Catalog:						
Vendor Number:						
Date Received:						
Comments:						
NORDSTROM DIRECT						
<i>Vendor should complete all information in this section</i>						
Date Appropriate Box	Meeting Smpl	Fit Smpl	Photo Smpl	Final Smpl	Size Run	Other Pls Specif y
Vendor Name:						
Vendor Style #:						
Description:						
Size:			Size Range:			
Buyer:						
Comments:						
<i>Nordstrom Direct Use Only</i>						
Item#:			Book/Season:			
Macs Color Name:						
Retail:						
Dept./Class:						
Catalog:						
Vendor Number:						
Date Received:						
Comments:						

Minimum Standard Expectations

General Apparel

Belt loops

Clean finished and securely tacked or turned under and neatly trimmed.
Center back loop must be on center seam.

Binding

Bound necks closed at left shoulder on figure.
Bound armholes closed at underarm.

Buttons & Buttonholes

Buttons securely attached.
Buttons must not rust or corrode.
Must be compatible with care instructions.
Buttonhole size must accommodate button.
Lock stitch sewn buttons sew and buttonholes or a locked chain stitch with 1/8" tail.
Gimp on all keyhole buttonholes.
Button and buttonholes must go through a minimum of two-ply fabric.

Collars/Necklines

All ends of flat knit collars must be hand tucked into welt edge of collar.
Exposed back neck seams must be taped or covered.

Darts

Matching darts must have identical size, shape and angle.
No dimpling or bubbling should be seen at dart point.
Properly tapered at points.

Draw cords

Elastic type draw cord must not be free hanging.
Draw cord ends must be permanently tipped or knotted.
Secured so they cannot be pulled out.
End of drawstring tunnel must be cleanly finished or have securely attached grommets.
No draw cords on children's product.

Elastic & Rib

Extend to fullest fabric width without breaking stitches.
Tunneled elastic must be caught in waistband seam or tacked at side seams.

Embroidery

Mechanical embroidery must have reinforcement backing and be neatly trimmed and secured.
Hand embroidery ends (1/2" – 1" long) knotted and secured on technical back of garment.

Fabric/Cutting

No fabric glue.
No repair to body fabric or component parts.
No break in print pattern, poor print registration, poor dye penetrations, dye streaks, shading, or shade bar.
No drill or punch holes.
No exposed notches.
Garment pieces cut in same direction within garment.
All garments pieces cut on grain unless specified.
Napped fabrics must have nap running in same direction throughout garment.
All parts of finished garments must be compatible with prescribed care instructions.

Filling

Stitched, quilted or otherwise secured to prevent migration.
Must not come through and/or be visible on outside of garment.

Hems

Even, smooth and flat with no pulling, ripples, puckers, pleats or raw edges.
Hemline must be parallel to floor during wear unless otherwise specified.
Thread covered edges should be smooth, well covered and free from frayed or hanging thread.
Topstitched hems must be evenly stitched.
Sleeve and bottom must be hemmed last – circular/post hem.
Beginnings and ends of hems secured with backstitch.
Minimal show through on blind stitch hems.

Hoods

Unlined hood to be clean finished.
Lined hood lining to be tacked to shell.

Interfacing

Smooth and flat without bubbling and puckering.
Compatible with shell fabric in weight and shrinkage standards.
Compatible with care instructions.
No show through to right side of garment.
Must be of proper width and attached to prevent migration.
Must not come through and/or be visible on the outside of garment.

Labels

100% polyester labels in 100% cotton garment dyed or washed program.

Lining

Must not hang below hemline – minimum half inch above shell.
Clean finished – no raw edges.
Sufficient ease for body movement and differential shrinkage.
Tacked to avoid turning inside out when wearer removes garment.
Must be compatible with outer fabric care instructions.
Lining body seams must be safety stitched open bottom.

Pockets

Top openings must be surged or clean finished for inside set.
Pocket bags must not extend below hem.
Matching pockets must be evenly aligned.
All pocket openings must be reinforced.
Minimum ½" seam allowance on pocket bags.

Pressing

All garments must be fully pressed.
Pressing must not result in a shiny surface or flattening of textured surface.
No unintended pressed in creases.
Permanent crease lines must extend full length on trousers.

Seams & Stitches

Topstitching SPI 12-14.
Internal Seams SPI 12-14.
3/8" minimum seam allowance on body seams.
Seams must be the same distance from the seam edge for the entire length of seam.
Seam type appropriate to the type of fabric, the position of the seam and intended use and care of garment.

Seams lay flat, free of puckering, pulling, pleating or twisting.
Clean finished with no exposed raw edges.
Regular and consistent stitch gauge.
Ends of stitching must be securely back tacked when not caught in another seam.
Stitching must overlap 3/8 – 5/8” at start/stop.
Topstitching must not have run-offs.
Stay or holding stitching must be removed.
No broken stitches on decorative seams that will affect the appearance of the garment.
No needle cuts on knit fabric that results in conspicuous hole or runner, particularly on stress seam.
No more than two adjacent skipped stitches on lock stitch class or any skipped stitches on non-lock class.
No runoffs, over stitching, skipped or broken stitches.
Three thread over-lock required.
Taping seam must be joined only once.
Only ballpoint needles for knits and sweaters.

Shoulder Pads

Securely fastened and lay smoothly.
Pad should not be seen through the outside of garment.
All edges must be cleanly finished.
Must be compatible with care instructions.
Exposed pads must be covered in DTM (dyed to match) lining or fabric.

Snaps/Rivets, Hooks and Decorative Trim

All snaps/rivets, hooks and buttons must be securely attached and properly supported.
Must be plated or painted rust proof.
Fasteners must go through a minimum of two-ply fabric.
Snap must not be set through stitching or uneven foundation.

Stress Points

Bar tacked or reinforced as necessary at all points of stress.

Sweaters

1” maximum float length on jacquards.
All loose single or joined yarns must be securely knitted back into fabric, tied and clipped to length no longer than ½” or caught in panel seam.
No steaming to size allowed.
Size of stitches should be consistent.
All loose plied yarn ends should be split and knitted inconspicuously into fabric.
No cross cutting ribs (follow wale).
Shoulder seams reinforced with tape or topstitching.

Thread

Must be colorfast.
No monofilament thread.
All visible thread should match in color, size, strength and compositions throughout garment.

All topstitching should match in number of stitches per inch as well as distance from edge or seam throughout a garment.
Poly core/cotton wrap sewing thread on garment washed programs.

Vents

Side vents must be clean finished.
Skirt vents must be boxed closed with stitching.

Waistbands

Waistbands must be interfaced.

Zippers

Operate smoothly throughout full length.

Lay flat and smooth with no bulging when sewn in garment.

Must not corrode or oxidize when cleaned according to the specified care instructions.

Top and bottom stops on non-separating zippers.

Continuous tape zippers must have secure stops.

Center front edge of fly must be either under-stitched or edge-stitched.

Side of under fly must be surged, clean finished or lined.

Section 6

Packaging and Labeling Requirements

Packaging Guidelines

The following guidelines will provide you with a clear picture of how your merchandise is to be packaged for shipment to our Cedar Rapids Fulfillment Center (Store 808/DC 599).

Merchandise **must** be packaged according to these guidelines. Any variances will cause delays and may result in non-compliance chargebacks.

If you have any questions about these guidelines, please call Floor Ready at (877) 444-1313 (option 1, option 1).

Packing

Packing: Pack each purchase order separately.

One SKU per carton: Pack one style, color and size (SKU) per carton. If a single SKU does not completely fill a carton, leave the carton partly empty.

You are allowed **one mixed carton per color**. (Use tissue or cardboard to separate each SKU).

Label the mixed carton with the color, size and amount, and clearly label the carton as "MIXED".

Overages of presentation materials may be included with your shipment. Clearly separate packaging overages from the rest of your purchase order and mark the outside of the shipping carton containing them with "**PACKAGING OVERAGES.**"

Hanging vs. Flat

Please review the table on the next page for instructions on how to determine whether to ship your merchandise as flat folded or hanging items. Contact your buyer immediately if you have any questions or concerns about flat folded/hanging packaging.

**Hanging vs. Flat
Packaging Instructions**

	Blouses	Blazers and Jackets	Coats	Dresses	Foundations	Jacket & Dress Sets	Jacket & Pant/Skirt Sets	Skirts	Pants	Robes & Sleepwear	Swimwear	Kidswear	Special Occasion	All Other
Velvets	H	H	H	H	F	H	H	H	H	F	F	F	H	F
Wool Structured with Shoulder Pads	H	H	H	H	NA	H	H	NA	NA	F	F	F	H	F
Leather & Suede	H	H	H	H	F	H	H	H	H	F	F	F	H	F
Linen	F	H	H	H	F	F	F	H	F	F	F	F	H	F
Denim/Twill	F	H	H	F	F	F	F	F	F	F	F	F	F	F
Sequined	H	H	H	H	F	H	H	H	F	F	F	F	H	F
Beaded	F	F	F	F	F	F	F	F	F	F	F	F	H	F
Pleated	NA	NA	NA	H	NA	H	H	H	F	F	F	F	H	F
Woven/Knits/Sweaters	F	F	F	F	F	F	F	F	F	F	F	F	F	F
All Other	F	F	F	F	F	F	F	F	F	F	F	F	F	F

F = Flat: Individually polybagged, securely taped (no hangers).

H = Hanging: Hung on appropriate size hanger and bagged, bottom of bag sealed or taped.

NA = Not applicable.

Polybags for Folded & Flat Merchandise

Number of Garments Per Polybag

- All merchandise must be individually polybagged.
- Units sold as sets and using one UPC number must be packed in the same polybag.

Polybag Composition

Polybags for folded merchandise must be made of clear polyethylene (poly) and be a minimum of .00125 inches (.03125 mm or 1 ¼ mil) thick.

Sizes

Recommended polybag sizes for specific merchandise types are shown below.

The maximum allowable polybag size is 14" x 20". Any merchandise packaged in polybags exceeding this maximum size will fail the quality audit.

Recommended Polybag Dimensions	Merchandise Type
6" X 9"	Lingerie, Tights, Socks, Foundations, Men's Underwear, 2 pc. Swimwear, Men's Ties
9" x 14"	1 pc. Swimwear
11" x 14" or 11" x 16"	Denim Jeans & Shorts, Dress Pants, Leggings, Stirrup Pants, Skorts, Skirts, Blouses, Dresses, Jumpers, Tees, Sweaters, Lightweight Outerwear, Overalls
11" x 18"	Extended Sizes
11" x 14" x 3" or 11" x 16" x 3"	Multi-piece Items, Thick or Heavyweight Materials
14" x 20"	Heavyweight Outerwear, Robes, Bulky Hand Knit Sweaters, Robes, Men's Shorts, Men's Outerwear, Mens Turtlenecks, Men's Sweatpants/Sweatshirts
14" x 16"	Men's Tees/Polo Shirts

Sealing

Polybags must be sealed securely so that merchandise remains in the polybag at all times. Use one of the following sealing methods:

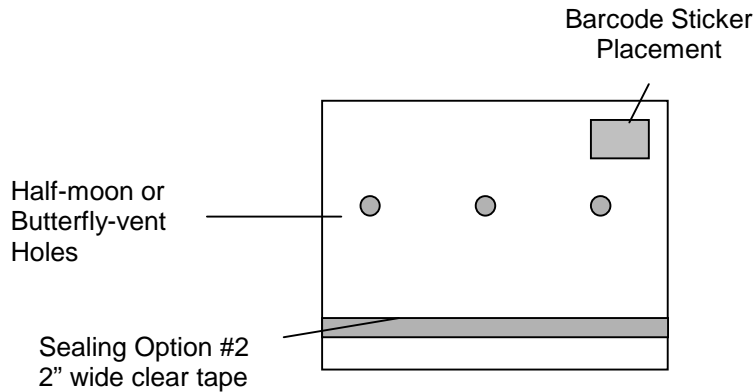
- Heat Sealing
- Taping: Fold open end of polybag over and seal with one piece of 2" wide tape along the entire length of the open end.

Self-sealing bags may also be used.

Vent Holes

Polybags sealed using the heat-sealing method must have three half-moon or butterfly-vent holes. The vents must be approximately 1/4" in diameter, evenly spaced and must not interfere with any

printing on the polybag. See illustration below.



Barcode Sticker Placement

Nordstrom Direct barcode stickers must be applied to the upper right hand corner of each polybag as shown above.

Accessories

Jewelry cards

Jewelry cards help to reduce damage during shipment. The following items must be placed on a jewelry card:

- Earrings
- Hair Accessories (with the exception of headbands)
- Rings
- Broaches/Pins
- Tie Clips
- Cuff Links

Presentation Jewelry Boxes

Each item must then be placed in a vendor generic jewelry box with a ½" cotton liner. Box size must be no smaller than 3 ½" x 3 ½" x 1" (standard jewelry gift box size).

Source for Jewelry Boxes

Presentation jewelry boxes can be ordered through JP Gasway by calling 1-800-255-5885

Contact: Debbie Lovetinsky

Email: Debbie@jpgasway.com

Website: www.jpgasway.com.

These boxes can also found at most packaging specialty stores.

Polybags/Shrink-wrap

Once the jewelry or accessory item has been placed in a presentation jewelry box, each box must then be placed in a size-appropriate polybag. Fold the open end of the bag over the end of the box to create a professional looking presentation, and seal securely by heat sealing or with two pieces of clear ¾ " tape. Shrink-wrap is an acceptable alternative to polybags. The polybags or shrink-wrap must be made of clear polyethylene (poly) and must be a minimum of 1.5 mils (.03125mm) thick.

Fine Jewelry

All fine jewelry must be pre-packaged in a Nordstrom label jewelry box as described below. Using this packaging ensures a standardized presentation of fine jewelry purchases for our customers.

How to Order

Locate the jewelry type on the chart below to identify the corresponding box type and box item number.

Jewelry Type	Box Description	Box Item Number	Cost per Dozen
All stud earrings Drop earrings less than 1 1/4" in length	Stud Earring	01220	\$26.01
All other earrings Chains and necklaces, cost less than \$200 All anklets	Medium Pouch -and- Packer for Medium Pouch	01252 01254	\$10.12/ \$10.37
Chains, cost \$200 or greater All necklaces Bracelets, cost \$200 or greater	Deep Brooch	01225	\$60.75
Pendants, cost less than \$500	Pendant	01223	\$35.40
Pendants, cost \$500 or greater Pearl strands, cost \$500 or greater	Small Necklace	01230	\$73.10
Pearl strands, cost less than \$500	Large Pouch -and- Packer for Large Pouch	01255 01257	\$14.52/ \$10.44
All rings	Single Ring	01228	\$28.32
All toe rings All body jewelry	Small Pouch -and- Packer for Small Pouch	01250 01251	\$7.34/ \$7.08

Complete the “Nordstrom Direct Jewelry Item Requisition Form” on the next page. Fax or email the completed form to The Merrill Corporation. Your jewelry box order will be shipped to you via ground service. **Vendors are responsible for the cost of the jewelry boxes and for any associated freight charges.** Billing for the box order will take the form of a claim keyed by Nordstrom Direct. You will be sent a claim summary detailing your jewelry box purchases. You will not receive an invoice from The Merrill Corporation.

Fine Jewelry items **must** be packaged in the following manner:

Fine Jewelry Box: Place each item in its designated jewelry box type.

Polybagging: Place each box in a size-appropriate polybag. Seal the polybag using either heat-sealing or tape. (A self-sealing bag may also be used.)

Barcode Sticker: Place the barcode sticker on the upper right-hand corner of the polybag.

Fine Jewelry **must** be shipped to the Cedar Rapids Fulfillment Center (Store 808/DC 599) using one of the following methods.

US Ground Mail: **Registered Mail, signature required, declare FULL VALUE**, “Attn: Front Desk.”

US Air Mail: **Express Mail, signature required, declare FULL VALUE**, "Attn: Front Desk."

The purchase order number must be clearly indicated on the outside of the shipping carton.

Address the shipment to:

Cedar Rapids Fulfillment Center (Store 808/DC 599)

7700 18th Street SW

Cedar Rapids, IA 52404

Attn: Front Desk

MERRILL CORPORATION
Resource Management Division
 1-800-735-7135

Nordstrom Direct Jewelry Item Requisition Form

Ship to: _____

Order Date: _____
 Ship via: **Ground Service**
 Release #: _____

Phone #: _____

Requested by: _____

GL Acct #: 500.5210.74421.35112

Item #	Item Description	Extended Quantity (e.g., to order 1 dozen, enter "12")
01220	Stud Earring (12/box)	
01228	Single Ring (12/box)	
01225	Deep Brooch (12/box)	
01223	Pendant (12/box)	
01230	Small Necklace (12/box)	
01250	Small Pouch (12/box)	
01251	Packer for Small Pouch (12/box)	
01252	Medium Pouch (12/box)	
01254	Packer for Medium Pouch (12/box)	
01255	Large Pouch (12/box)	
01257	Packer for Large Pouch (12/box)	

Comments:

By completing this form, you acknowledge that the supplies ordered from Merrill Corporation will be used to package Nordstrom products.

Please e-mail this requisition form to nordstromorders@merrillcorp.com or fax to (360) 794-3100

Merrill Corporation
 14640 172nd Drive SE, Monroe WA 98272-1082
 fax: (360) 794-3100 sales (800)735-7135

Watches

Watches must be packaged in individual watch cases or boxes, in a size-appropriate presentation jewelry box with a ½" cotton liner. Each watch box must be polybagged, with a Nordstrom Direct barcode sticker affixed to the outside of the bag.

Sunglasses

Sunglasses must be packaged and shipped in sunglass cases. When using soft sunglass cases, place each soft case in a vendor generic presentation box.

Belts

Belts should be coiled so that the right side of the belt faces out. Do not ship belts flat and do not include plastic hangtags on belts.

Metal or chain belts that are prone to damage or tangling should be packaged in individual presentation boxes or bubble bags.

Hats

As necessary to retain their shape, hats may be stuffed with tissue paper or other appropriate dunnage material.

Multi-packs

Each pair or unit should be packaged individually unless the purchase order indicates that the merchandise is to be sold in multiples.

Men's Ties

Ties must be placed in a presentation box. Each tie box must be polybagged, with a Nordstrom Direct barcode sticker affixed to the outside of bag.

Cosmetics

Tamper resistant seals must be included on all cosmetic merchandise. In addition, all cosmetic items must be completely sealed, with shrink-wrapping or heat sealing being the preferred methods. Liquid items must be protected with a layer of bubble wrap and a size-appropriate polybag .

Gifts

Multi-Piece Gift Items

- Barcode sticker may be attached to the bottom of the outermost box containing all pieces. It is not necessary to individually label each piece.

Gift Tins

When a gift tin is used for packaging and presentation purposes, it must be wrapped in a layer of bubble material. The bubble material may replace the use of an outer polybag and the barcode sticker may be placed on the outside of the bubble material.

Large Gifts

Larger gift items (minimum dimensions 10" x 10" x 6") must be packed ready to ship to customers. Each item should be packaged appropriately and placed in its own box of sturdy corrugated construction with a minimum bursting strength of 200 lbs. The box should be as close to square or rectangular as possible and should be a good fit for the item.

- The box must be new and not used or reused.
- All empty space around the item should be filled with dunnage, bubble wrap, Kraft paper, textured Kraft paper, foam wrap, or expanding foam. No printed newspaper of any kind should be used.

- No staples of any kind may be used in the packaging process. Boxes should be sealed with packing tape.
- **If the item is fragile, the box should be marked with a “Fragile” sticker on two sides.**
- Barcode sticker must be placed on outside of box.

Footwear

- Shoes must be packed one layer deep, with shoebox labels facing the top of the carton.
- Each shoebox must be rubber banded unless it is lip-locked.
- Pack each footwear purchase order separately.
- Each shoebox must be marked with a UPC barcode.

Polybags for Hanging Merchandise

Note: ALL hanging merchandise must be individually polybagged unless the units are sold in multiples or as pairs or coordinates. In those cases, the hanging items should be packed in the SAME hanging polybag.

Composition

Hanging polybags must be made of clear polyethylene (poly) and be a minimum of .0015 inches thick.

Sizes

Required polybag sizes are listed below.

Note: The hanging polybag must extend a minimum of 2" and a maximum of 3" in length below the garment.

HANGING POLYBAG SIZES		
Size	Dimensions	Merchandise Types
SMALL	21" x 3" x 34" 53.3cm x 7.62cm x 86.36cm	Blouses, Women's Pants, Shorts, Vests
MEDIUM	21" x 3" x 48" 53.34cm x 7.62cm x 121.92cm	Blazers, Men's Pants, Dresses, Some Coordinates, Sportcoats
LARGE	21" x 3" x 72" 53.34cm x 7.62cm x 182.88cm	Some Coordinates, Long Dresses, Jumpsuits

Sealing

Polybags must be sealed securely so that merchandise remains in the polybag at all times. Use one of the following sealing methods:

- Heat Sealing
- Taping: Fold open end of polybag over and seal with one piece of 2" wide clear tape along the entire length of the open end.

Please follow these additional guidelines when sealing a hanging item polybag:

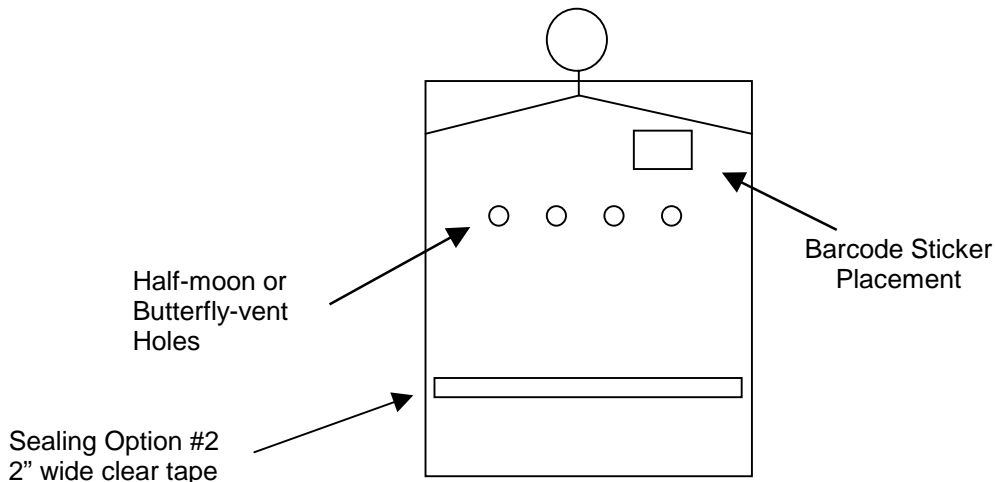
- Do not tie the bottom of polybag.
- Do not leave the bottom of the polybag open.
- Do not use staples to close the polybag.

Vent Holes

Polybags sealed using the heat-sealing method must have three half-moon or butterfly-vent holes. The vents must be approximately 1/4" in diameter, evenly spaced and must not interfere with any printing on the polybag. See illustration below.

Collar Protection

If the collar of the garment protrudes from the top of the hanging polybag, please protect with a collar protector. It is vendors' responsibility to ensure the integrity of the garment from their door to ours.



Barcode Sticker Placement

Nordstrom Direct barcode stickers must be applied to the upper right hand corner of each polybag as shown above. More information about barcode stickers can be found in the next sub-section.

Hangers

Hanger Requirements

With the exception of wire hangers, almost all other hangers are acceptable providing they meet the following requirements.

- Each hanger type must be able to support the following weight:

Blouse Hanger	1.5 lbs.
Coat Hanger	5.0 lbs.
Dress Hanger	2.3 lbs.

Special Occasion	10.0 lbs.
Pant Hanger	2.3 lbs.
Skirt Hanger	1.6 lbs.
Suit Hanger	5.0 lbs.
Wardrober	5.0 lbs.
Leather/Suede	10.0 lbs.

- Hangers must have a two-inch high neck.
- Hangers used for lightweight garments, such as silks, must include foam to prevent the garment from slipping off the hanger.
- Clamp style pant/skirt hangers must be used for all hanging pants and skirts. If there is any chance that the garment will appear crushed or marred or will show obvious impressions from the hanger, foam pads must be folded over the waistband underneath the hanger clamp before the clamp is closed.
- Hangers used for leather and suede garments must be made of dense plastic and must be devoid of ridges.
- Hangers must not be broader than the shoulder width of the garment.

Button Covers

Button covers should be used to ensure that uncovered buttons does not mark surrounding garments. Tissue may be used in the place of chipboard button covers.

Barcode Stickers

ALL GOODS SHIPPED TO NORDSTROM DIRECT MUST HAVE A BARCODE STICKER ATTACHED TO THE OUTSIDE OF EACH ITEM'S POLYBAG (see **sticker** example below).

Barcode Sticker Example and requirements



- Style (VPN)
- Brief Description
- Color Description
- Size
- UPC Barcode (Scannable and Human Readable)
- No pricing

Approved Barcode Sticker Providers

Name & Address	Contact
Avery Dennison/Soabar Products 2305 Soabar Drive Greensboro, NC 27406	Robert J. Tillman Account Services Coordinator Telephone: (336) 808-7117 Fax: (336) 691-1823 robert.tillman@averydennison.com
Avery Dennison/Soabar Products No. 7 Chun Ying Street Tseung Kwan O Industrial Estate New Territories, Hong Kong	Flora Li Telephone: (852) 2372-3745 Fax: (852) 2995-0151 flora.li@ap.averydennison.com
Barcodes West	csapparel@barcodeswest.com
FineLine Technologies	Christy Williams Telephone: (800) 500-8687 orders@finelinetech.com

SECTION 7

SHIPPING AND CARTONS

Shipping Carton Specifications

Composition

All cartons shipped to Nordstrom Direct must be new and must be made of corrugated cardboard.

Strength

Cartons must have a minimum bursting strength of 200 pounds per square inch.

- For merchandise shipped in a carton with a hanger inserted, use carton size appropriate for garment.
- For Merchandise shipped in a carton with no hanger inserted the following carton specifications must be met.

Size

Shipping cartons must have the following exact measurements (in addition to the end perforation).

SUMMARY OF SHIPPING CARTON SPECIFICATIONS For Flat Merchandise Only		
Standard Carton Sizes	Maximum Carton Weight	Perforation
23" x 10" x 6" 58.42 cm x 25.40 cm x 15cm Short Narrow	40 lbs. 18 kgs.	Vertical: 5" Horizontal: 7"
23" x 10" x 17" 58.42cm x 25.40cm x 43.18cm Narrow	40 lbs. 18 kgs.	Vertical: 12" Horizontal: 4"
23" x 15" x 17" 58.42cm x 38.10cm x 43.18cm Wide	40 lbs. 18 kgs.	Vertical: 9" Horizontal: 9"

- **Short Narrow (23" x 10" x 6"):** This size carton may be mixed with the **Narrow** carton for the purposes of reducing mixed SKUs or in the case of small quantity shipments. Cartons of this size are recommended for shipment of smaller dimension items such as swimsuits, lingerie, socks, hosiery, foundations, ties, wallets, accessories, and small gifts.
- **Narrow (23" x 10" x 17"):** This size carton **must** have a full overlap opening. Cartons of this size must be used for flat-folded light-to-medium weight apparel.
- **Wide (23" x 15" x 17"):** This size carton **must** have a full overlap opening. Cartons of this size may be used to pack Shoes, men's apparel items (refer to "Folding Guidelines" Appendix), in addition to bulky items (e.g., heavy-weight robes, hand-knit sweaters or thermal knit sets).

- Please ship in the compliant carton size that best fits your flat folded items.
- Do not mix Narrow and Wide cartons within the same PO.
- Do not switch between Narrow and Wide cartons on subsequent shipments of the same item.

Wide vs. Narrow

The majority of flat-folded items should be shipped in Narrow (23" x 10" x 17") shipping cartons. If you are unsure about which size carton to use, please contact Floor Ready at (877) 444-1313 (option 1, option 1).

Perforation

All cartons must be perforated to facilitate the creation of an opening. The perforation should be located at one end of the carton and should approximate the measurements shown in the "Summary of Shipping Specifications" table above.

Sealing and Marking Cartons

Sealing Cartons

The top and bottom of every carton must be sealed with 2" or 3" tape. The tape must not interfere with any of the carton's markings. Do not use staples, bands, straps, or cellophane. Acceptable tapes include:

- Polypropylene tape
- Water-activated paper tape with fiber reinforcement

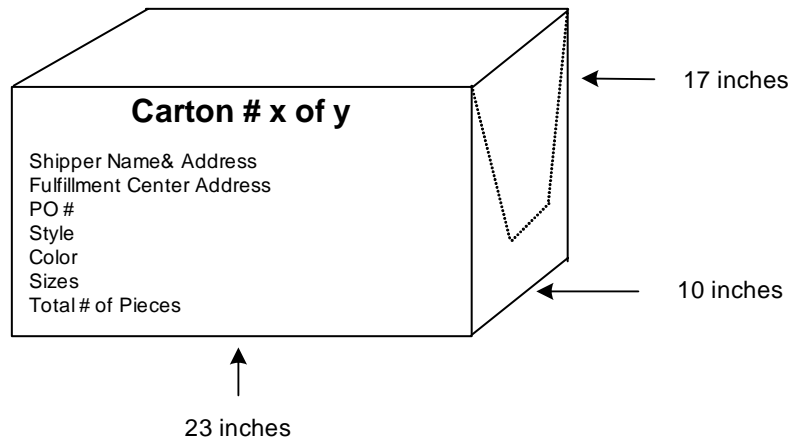
In either case, the tape pattern (if any) may be anything that will make it easier to determine that the carton seal has been broken.

Marking

One wide side of each carton must be marked as indicated below. Carton markings must be large enough to read easily and must be a minimum of .75 inches tall. (See illustration below.)

Mark one side of each carton with the following information:

- Carton number (using the format "x of y," where y equals the total number of cartons in the shipment).
- Shipper's name & address.
- Destination address:
Cedar Rapids Fulfillment Center (Store 808/DC 599)
7700 18th Street S.W.
Cedar Rapids, IA 52404
- Nordstrom Direct purchase order number (six numeric characters).
- Style.
- Color
- Size(s).
- "MIXED" (if carton contains mixed SKU's).
- Total number of pieces.
- A size and color appropriate barcode sticker must be placed on the outside-perforated end (bottom left placement) of each shipping carton. Sticker must be representative of what the carton contains. Mixed SKU cartons should have all sizes and colors represented by their respective barcode sticker.



Shipping Carton Suppliers

Carton Suppliers	Company Name/Address	Contact Name/Number
United States	East Coast Dawn Industries 450 Seventh Ave New York, NY 10123 (Stocks all three carton sizes) Crown Products 450 Nepperhan Ave Yonkers, NY 10701	Phone: (888) DAWN-USA [(888) 329-6872] (212) 432-0035 Fax: (212) 563-0489 (212) 596-0167 Contact: Jonathan Greenberg Marla Perrino Phone: (917) 696-7912 Fax: (914) 968-0029 Contact: Brian Goldstein bgoldstein@crownproducts.com Web: www.crownproducts.com
	West Coast California Supply 491 E. Compton Blvd. Gardena, CA 90248 California Supply 30049 Ahern Street Union City, CA 94587 (Stock all three carton sizes)	Phone: (310) 532-2500 Fax: (310) 327-1849 Contact: Violet Parrish (x134) Mark Weinstein (x132) Phone: (510) 429-0426 Fax: (510) 562-2625 Contact: Phil Footlik x 121 Bob Johnson x 131
	Mid-West Ability Enterprise 1440 N. Kingsbury #120 Chicago, IL 60622	Phone: (312) 337-8433 Fax: (312) 337-8677
	Canada Paramount Paper Products 1300 Boul Jules Poitras St. Laurent, Quebec H4N1X7	Phone: (514) 331-0083 Fax: (514) 331-3274 E-mail: info@paramountpaper.com Contact: Mr. John Bilikas
Hong Kong	Ching Wah Industrial Co. Unit 13, 5F Block A Wah Tat Industrial Centre 8-10 Wah Sing Street Kwai Chung, Kowloon, HK	Phone: 242-36537 Phone: 242-36551 Fax: 242-36555 Contact: T.C. Cheung
China	No.2 Printing/Packing Factory Zhujiawan, Changshu City, China	Phone: 86-21-246012 Fax: 86-21-246012 Contact: Mr. Zhu Bin Rong
Spain	Cartopesa	Phone: 96-663-0592 Fax: 96-663-2646
Brazil	Ind. Cartel S.A. Rodovia RA 130 KM 40, SEM NBR Legeado, Rs Brazil	Phone: 011-555-1597-1311 Fax: 011-555-1597-1523
Brazil	Box Print Fabric Embalagens E Ondulado S.A. Avenida Dos Municipios 5238 Campo Bom 93-700-000 RA Brazil	Phone: 011-555-1597-1311 Fax: 011-555-1597-1523

Carton Transit Testing

Carton transit testing is required when one item is shipped per carton. Nordstrom holds all suppliers and agents accountable for providing documentation upon request of Vibration and Drop testing in accordance with the International Safe Transit Association industry standard test procedure, ISTA-1A & 1B.

- Vibration test

A 45 minute carton vibration test: 15 minutes each in base down, side down, and back down orientations. The frequency of the test platform is to be adjusted until the package just leaves the platform surface. (14,200 cycles on vibration tables on 2 sides. The frequency of the vibration depends on the size and weight of the products. However, it will normally be approximately 200 cycles per minute.)

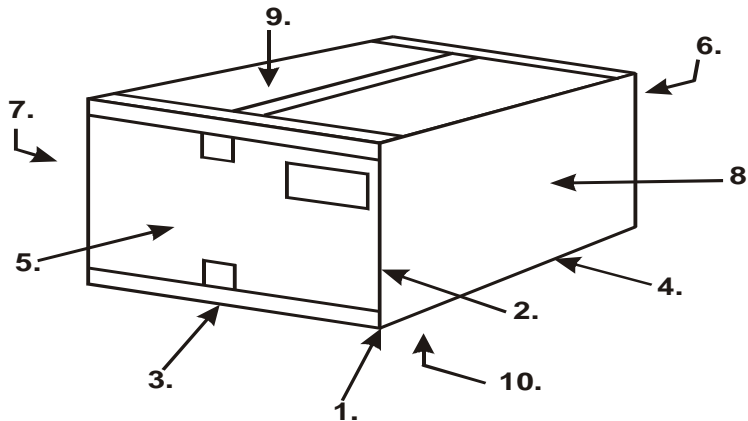
- Drop test

A series of ten free fall drops from a height that varies with the carton weight as indicated below.

Package gross weight	Drop Height
1-20 lbs 1-9 kg	30 inches 76 cm
21-40 lbs 10-18 kg	24 inches 61 cm
41-60 lbs 19-27 kg	18 inches 46 cm

The drop sequence and orientation of the impacts must be performed in the following order:

1. Most fragile corner;
2. Shortest edge radiating from that corner;
3. Medium-length edge radiating from that corner;
4. Longest edge radiating from that corner;
5. Flat on one of smallest surfaces;
6. Flat on the opposite smallest surface;
7. Flat on one of the medium-length surfaces;
8. Flat on the opposite medium-length surface;
9. Flat on one of the largest surfaces;
10. Flat on the opposite largest surface.



Packing Slips

Carton Freight

Place the **packing slip** in a removable pouch attached to the purchase order's lead carton.

Content

Packing slips must include the following information:

- Shipper's name, address and phone number
- Destination address:
 - Cedar Rapids Fulfillment Center (Store 808/DC 599)
 - 7700 18th Street SW
 - Cedar Rapids, IA 52404
 - Phone: (319) 846-4000
 - Fax: (319) 846-4208
- Purchase order number
- Department number
- Description of goods
- Total number of cartons
- Totals by carton
- Totals by SKU (style, color and size)

Shipping

Shipping Window

All shipments must be made within the early ship and past cancel dates indicated on the catalog purchase order. Purchase orders that are shipped outside this window may be refused and returned at the shipper's expense and liability. (See Section 8: "Financial" for additional information.)

Purchase Order Verification

All purchase orders shipped to the Cedar Rapids Fulfillment Center (Store 808/DC 599) must be verified prior to shipment. Invalid purchase orders will be refused and returned to the shipper at the shipper's expense. The shipper will also incur any applicable storage fees and a handling fee. (See "Purchase Order Verification" in this section for additional information.)

Consolidation

All purchase orders shipped to the Cedar Rapids Fulfillment Center (Store 808/DC 599) on the same day should be included on one bill of lading.

Carrier Selection

All shipments to the Cedar Rapids Fulfillment Center (Store 808/DC 599) must be made through Nordstrom approved carriers. Select a suitable carrier based on the shipment method requested by the buyer (surface or air), your shipping location, and the weight of your shipment. (For information on selecting a carrier, please refer to the "Nordstrom Routing Guide" available on the Nordstrom Supplier website at www.nordstromsupplier.com.)

Scheduling a Pickup

Contact the designated Nordstrom Direct carrier at least 24 hours in advance of shipment to schedule a pickup and provide the carrier with the total weight and number of pieces in your shipment. If our designated carrier does not provide service to your shipping location, call the Store 808/DC 599 Traffic Department at (319) 846-4000.

Important Note: **Do not pre-pay freight.** Freight costs are collected from the vendor in the form of a freight chargeback.

Bills of Lading

Create a bill of lading. (See “Bills of Lading” in this section for additional information.)

Declaration of Value

DO NOT declare value on Surface or Air shipments.

Freight

All deliveries must be made by surface (unless otherwise specified by the buyer) through our approved carriers. Shipment terms will be FOB, full-paid freight, to the Cedar Rapids Fulfillment Center (Store 808/DC 599).

On-Time Delivery

Our commitment to customer service carries with it the requirement that all merchandise be available to the customer immediately. Back-ordering increases shipping and handling costs, raises return rates, and results in a general loss of credibility. On-time delivery of all purchase orders is therefore Nordstrom Direct’s highest priority.

Penalties and Cancellation Policy: When merchandise is not fully available on the date agreed, a vendor’s future business opportunities with Nordstrom are jeopardized and the vendor becomes subject to cancellation of the order and/or invoice penalties specified in the purchase orders. When vendors are unable to fulfill contractual obligations, they must notify Nordstrom Direct as soon as they are aware of any potential problems, or at least two weeks prior to the cancel date.

Substitutions And Overages

- **Do not ship more units than the quantity indicated on the purchase order.** Any overages must be approved by the buyer prior to shipping.
- **Do not make substitutions of any kind.** Substitute styles will be returned at the vendor’s expense and with the addition of handling fees. Return authorization will not be requested. Refusal of returned items will result in disposal of the merchandise, with the claim remaining valid.

Assistance with Purchase Orders

If you have any questions about a purchase order, please contact the buyer listed on the purchase order. All Nordstrom buyers may be contacted through the Nordstrom receptionist at (206) 303-6000.

Routing

Large Shipments

For help with large shipments (i.e., surface shipments of over 10,000 lbs or more than 1,200 cubic feet or air shipments of over 1,000 lbs), call the Store 808/DC 599 Traffic Department at (319) 846-4000.

Carrier Selection

For information on selecting a carrier, please refer to the “Nordstrom Routing Guide” available on the Nordstrom Supplier website at www.nordstromsupplier.com.

For other routing questions, please contact the Nordstrom Direct Traffic Department at (319) 846-4000.

Shipping to the Cedar Rapids Fulfillment Center (Store 808/DC 599) for Nordstrom Direct

General Rules

- Suppliers must contact the carrier at least 24 hours prior to the shipment for pickup and PO verification. Same-day pickup requests will not be accepted.
- Combine the weight of all cartons that ship on the same day.
- See the ‘Routing Guide’ pages for all carriers page and for further shipping instructions

- (located in the Routing Guide at www.nordstromsupplier.com).
- For shipment weights greater than those described above under “Large Shipments” or for any other routing questions, please contact the DC Traffic Office to which you are shipping your merchandise.
- All shipments must be sent collect, with the exception of those shipped via Airborne Express, which are sent "Bill Receiver".
- Routing is subject to change, please check the Routing Guide prior to *each* shipment.
- Destination address:
 - Cedar Rapids Fulfillment Center (Store 808/CD 599)
 - 7700 18th Street SW
 - Cedar Rapids, IA 52404
 - Phone: (319) 846-4000
 - Fax: (319) 846-4208

Bills of Lading

UPS, Burlington Air Express or Emery Worldwide Express Shipments

- Complete one air bill for all merchandise being shipped on the same day.
- Unless otherwise specified, ship merchandise to:
 - Cedar Rapids Fulfillment Center (Store 808/DC 599)
 - 7700 18th Street SW
 - Cedar Rapids, IA 52404
 - Phone: (319) 846-4000
 - Fax: (319) 846-4208
- List all Nordstrom Direct purchase orders and their respective department numbers in the air bill reference field. Reference the purchase order and department numbers in the following format: “PO# / Dept. # “ (e.g., “DS490822/124, DS123456/45”).
- Select the appropriate collect billing method.
- Select the service type for your designated carrier as indicated on the carrier selection table in the Nordstrom Routing Guide (www.nordstromsupplier.com).

Nordstrom Direct Consolidator Shipments (CTE, Colonial, Norcon or Gilbert)

If the routing instructions instruct you to ship via CTE, Colonial, Norcon or Gilbert East, you must do the following when creating a Nordstrom Direct master bill of lading:

1. Fill out one master bill of lading per day and mark it collect.
2. Number the bill of lading pages in the format “x of y” where y equals the total number of pages.
3. List the following:
 - Shipper’s name and address.
 - Final destination address:
 - Cedar Rapids Fulfillment Center (Store 808/DC 599)
 - 7700 18th Street SW
 - Cedar Rapids, IA 52404
 - Total shipment weight.
 - Total shipment cubic measure.
 - Total number of cartons.
 - Description of all articles shipped. The description must conform to classifications and tariffs in effect on the date of shipment.
4. Include the following information for each purchase order being shipped:
 - Nordstrom Direct purchase order number(s).
 - Department number.
 - Number of cartons.
 - Weight.

AIRBILL INFORMATION Field for PO #'s	CARRIER		
	Burlington Air	Emery Worldwide	Airborne Express
	Special Instructions/ Additional Information	Customer's Reference Number(s)	Internal Billing Reference Information
Billing Method	Collect	Bill to Consignee	Bill To Consignee
Account Number	None	None	None
Service	Second Day	Second Day	Second Day

Purchase Order Verification

To avoid refusals and penalties, verify all purchase orders prior to shipping. Only valid purchase orders will be accepted.

Purchase orders may be verified using one of the following methods:

- Carrier Verification: See below for a directory of participating carriers. Provide your designated carrier (see Routing Guide located at www.nordstromsupplier.com) with your Nordstrom Direct purchase order number(s), your name and your fax number.
- Fulfillment Center Verification: Call the Shipping and Receiving Desk at (319) 846-4000.

CARRIER DIRECTORY FOR P.O. VERIFICATION		
Carrier	Fax Number	Phone #
Burlington Air Express	(973) 954-2010	(973) 954-2000
CTE	(323) 357-1724	(800) 540-0244
Colonial Trucking	(508) 588-7356	(800) 362-4464
Emery Worldwide Express	(913) 469-8715	(800) 447-0441
Gilbert East	(908) 862-8796 or (908) 862-8798	(908) 474-0024
Norcon	(513) 942-2798	(513) 942-5768
DHL	N/A	(877) 244-6261

Appendix A: Specifics on Shipping

- 1) Deviations from these instructions and routing without approval of the buyer and/or the Store 808/DC 599 Traffic Department may result in a \$100.00 handling charge, which will be deducted from your invoice.
- 2) Residential shippers should call the Store 808/DC 599 Traffic Department at (319) 846-4000 for routing assistance.
- 3) **DECLARATION OF VALUE:** DO NOT DECLARE VALUE ON SURFACE OR AIR SHIPMENTS.
- 4) **SHIPMENTS FORWARDED TO AN INCORRECT RECEIVING DESTINATION ADDRESS** may be refused or rerouted via air to the correct destination. The seller will be responsible for freight charges and handling charges to correct destination.
- 5) **USE OF AUTHORIZED CARRIERS:** The vendor agrees to pay all transportation charges if shipment is made via a carrier or mode not authorized by Nordstrom Direct, regardless of whether Nordstrom Direct may incur lower or higher transportation costs. Failure to comply with Nordstrom Direct routing instructions (located in the Routing Guide at www.nordstromsupplier.com) places full liability for loss or damage on the vendor.
- 6) **COLLECT/PREPAID SHIPMENTS:** All shipments to Nordstrom Direct must be billed collect with one exception. Prepaid shipments may be made **only** when the vendor is paying ALL of the transportation and liability costs.
- 7) **COD:** Cash on Delivery shipments will be REFUSED.
- 8) **SAMPLES** (i.e., NOT FOR RESALE): Ship freight prepaid, write "SAMPLES" on the outside of the carton. Please refer to Section 5 Samples and Product Development in this manual.
- 9) If the **CARRIER NAME THAT APPEARS ON THE PURCHASE ORDER** differs from the authorized carrier indicated in the Nordstrom Direct Procedures Manual, contact the Store 808/DC 599 Traffic Department at (319) 846-4000.
- 10) **REFUSALS**
 - a) All verified purchase order numbers must be written on each B.O.L. (Bill of Lading). Invalid purchase orders and B.O.L.'s without purchase order numbers will be refused at origin or destination. Such shipments may be returned at the SELLER'S EXPENSE and will be charged a \$100.00 handling charge plus inbound freight charges. If the shipment is accepted at its destination, a chargeback may be assessed.
 - b) Purchase orders shipped before "EARLIEST SHIP DATE" or after the "CANCEL DATE" may be refused at origin or destination. ANY CHARGES INCURRED (including redelivery and storage charges) DUE TO REFUSED MERCHANDISE WILL BE THE SELLER'S LIABILITY. If the shipment is accepted, a chargeback may be issued for full freight, handling charges and/or late fees.
 - c) Refused goods will be held on hand at a consolidator facility. The B.O.L. shipper will be notified by a legal notice. If the freight is undeliverable, the consolidator will exercise its lien to sell the goods after 30 days if disposition and carrier's accumulated freight accessorial and storage charges are not prepaid to consolidator. Shipper is subject to consolidator rates.
 - d) Seller bears full liability for loss or damage on refusals resulting from invalid purchase orders or improper shipping or packaging.
- 11) **VENDOR CLAIM RETURNS:** Past cancel, ship too soon, over shipments, unauthorized substitutions or defective goods shipments will be returned at the SELLER'S EXPENSE and the seller will be charged a handling charge (\$100.00) plus inbound freight charges. RETURN AUTHORIZATION stickers will not be used on these shipments. Seller bears full liability for loss or damage.
- 12) For surface shipments of more than 7,000 pounds or 1,200 cubic feet and/or air shipments of more than 50 pounds, contact the Store 808/DC 599 Traffic Department at (319) 846-4000 for authorization.

Appendix B: Glossary of Shipping Terms

- 1) **Purchase Order (PO/P.O.):** Legal binding contract between the buyer and vendor.
- 2) **F.O.B. Point (Freight On Board/Free On Board):** A term of sale that defines who is to incur transportation charges for the shipment, who is to control the movement of the shipment, or where the title to the goods passes to the buyer; originally meant "free on board" ship.
 - a) **FOB Factory:** Title of goods passes to the buyer at the factory. Supplier pays zero (0) freight unless a freight allowance is applicable.
 - b) **FOB Consolidator:** Title of goods passes to the buyer at the consolidation point. Supplier pays all freight costs to the point of consolidation, plus any additional freight costs, which are dependent on what is agreed in the freight allowance field on the PO.
 - c) **FOB Store:** Title of goods passes to the buyer at the Nordstrom DC or Store. Supplier is liable for the shipment until it reaches Nordstrom.
 - d) **NOTE:** "FOB Store" does NOT mean ship direct to store. See the Purchase Order field titled "FOB Point."
- 3) **Freight Allowance:** Amount of freight vendor pays from the F.O.B. point; see chart below for definitions of freight allowances:

"O" (zero)	Vendor pays 0 (zero) freight from the F.O.B. point.
"Full" or "Paid"	Vendor pays full freight from point of origin.
"1/2" or "Half"	Vendor pays ½ freight from F.O.B. point.
"Diff"	Vendor pays the difference between Nordstrom contracted surface and air rates from F.O.B. point marked on air shipments only.
"1/2 Diff"	Vendor pays half the difference between Nordstrom Contracted surface and air rates from the F.O.B. point marked on air shipments only.

- 4) **Shipping Window:** Early Ship and Cancel Date of Purchase Order (PO).
 - a) On collect shipments to the distribution center, merchandise must be shipped on or between the early ship and cancel date from the factory.
 - b) On Prepaid and house carrier shipments to the consolidator, merchandise must reach the consolidator on or between the early ship and cancel date.
- 5) **Mode:** Method of transportation. Determined by buyer and indicated on P.O. as surface or air.
- 6) **Weight Break:** Weight at which carrier determination is made.
- 7) **Consolidator:** Assembles interliner shipments, organizes merchandise by D.C. and P.O., manifests shipments by D.C. and transmits to each D.C. to pre-alert them of the merchandise and delivery date. Releases freight by assembly to the Distribution Center.
- 8) **D.C.:** Distribution Center. The Nordstrom Direct Distribution Center, also referred to as the Fulfillment Center and/or Store 808/DC 599, processes all merchandise for Nordstrom Direct. All Nordstrom Direct orders must be shipped to the Cedar Rapids Fulfillment Center (Store 808/DC 599) at 7700 18th Street SW, Cedar Rapids, IA 52404.
- 9) **Volume Shipment:** Surface shipments over 7,000 lbs. or 1,200 cubic feet or air shipments over 1,000 lbs. To make a volume shipment, call the Store 808/DC 599 Traffic Department at (319) 846-4000. Be prepared to provide all PO number's, pieces, weight and cubic measure of the shipment.
- 10) **Cubic Feet:** Length x Width x Height of cartons.
- 11) **B.O.L.:** Bill of Lading is a contract of carriage document. It serves three purposes:
 - a) To set terms and conditions of the contract.
 - b) To serve as a receipt for the goods transported.
 - c) To serve as documentary evidence of the party entitled to deliver.

SECTION 8

FINANCIAL

Invoices and Billing Information

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. Please contact our EDI Department at (877) 444-1313 for information about enrollment and testing procedures. Suppliers should allow one to two months for testing.

Non-compliance

A charge per invoice is assessed for each paper invoice sent to Accounts Payable. Enrollment and testing are required prior to sending an invoice (810) transmission.

Required Information

The following information is required on Merchandise Invoices:

- Purchase Order (PO) Number.
- Vendor Number.
- Invoice Date.
- Unique Invoice Number.
- Department Number.
- Packing Slip Number.
- Payment Terms.
- Ship Date.
- Store Number and Distribution Center Number.
- Style Numbers and the 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. (Separate out any special charges. Freight must be billed separately to the Distribution Center.)

Note:

- **Invoices missing any of the required fields will be rejected.**
- **Create one invoice for each purchase order.**

Invoice and Claim Inquiries

To better serve you, we request that all invoice and claim inquiries be sent in writing to:

Nordstrom Direct Accounts Payable

1700 7th Avenue, Suite 300

Seattle, WA 98101

Or via e-mail to DirectAP@nordstrom.com.

Freight Invoices

Any freight charges must be invoiced on a separate document. The freight invoice must be delivered with the merchandise to the Cedar Rapids Fulfillment Center (Store 808/DC 599). DO NOT include freight charges on a merchandise invoice. If freight is included, the cost of freight plus a \$100.00 charge will be assessed.

Contact

For questions regarding invoice preparation, contact Nordstrom Supplier Compliance at (877) 444-1313 or access the Nordstrom Supplier Compliance Manual at www.nordstromsupplier.com.

Non-Compliance Offset Fees

- **Invoice (810):** A charge of \$25.00 will be incurred for each paper invoice sent to Accounts Payable.
- **UPC (832):** A charge of \$150.00 will be incurred if Catalog is not available at the time of “item set up.”
- **UPC (832):** A charge of \$150.00 will be incurred if UPC is not on Catalog at the time of “item set up.”

More details are available in the NDirect “Non-Compliance Offset Fees” Addendum (available as a separate PDF file at www.nordstromsupplier.com).

On-Time Delivery

Our commitment to customer service carries with it the requirement that all merchandise be available to the customer immediately. Back-ordering increases shipping and handling costs, raises return rates, and results in a general loss of credibility. On-time delivery of all purchase orders is therefore Nordstrom Direct’s highest priority.

Due to the time-sensitive nature of Catalog and Internet business, it is imperative that merchandise arrives in our facility by the cancel date listed on your purchase order. Merchandise that is not completely available on the agreed upon date will be subject to cancellation or the invoice penalties shown below. These penalties are clearly stated on each purchase order, just below the cancel date. Please be aware that an extension does not necessarily relieve the vendor of late fee penalties.

Days Late	Penalty
2-7 Business days	3%
8-14 Business days	5%
15-21 Business days	10%
22-30 Business days	20%

Quality

Audit summaries detailing quality failures will be e-mailed by Nordstrom Direct Technical Designers to key staff within your organization. Please work directly with the Technical Designers to resolve any quality issues.

The following failure codes are used to indicate the reason(s) a 100% inspection fee have been applied against a particular purchase order or shipment. These same failure codes may apply in the event that a bin check is necessary. (See Section 3: “Quality Standards and Controls” in this manual for details.) Fees in addition to the \$60.00 per hour labor fee may apply if additional re-work is necessary.

- **100% Inspection**
- Color Faults
- Dirt/Oil Faults
- Fabric/Material Faults
- Labeling Faults
- Measurement Faults
- Sewing/Assembly Faults

Inbound

The following failure codes are used to indicate the reasons why a \$60.00 per labor hour fee has been applied against a particular purchase order or shipment. Inbound failure codes are specifically related to packing and shipping requirements. (See Section 6 "Packaging and Labeling" in this manual for details.) Offset fees will be charged for the labor hours required to correct the shipment so that your order may be processed through the Cedar Rapids Fulfillment Center (Store 808/DC 599).

Packing

- Cartons over maximum weight limit.
- Mixed SKU's in cartons.
- Mixed PO's in cartons.

- **Packaging/Labeling**
- Polybag error.
- Too thin.
- Not sealed.
- Exceeds maximum size.
- Missing or incorrect barcode sticker.
- Incorrectly shipped hanging.
- Incorrectly shipped flat.
- Incorrect hanger.
- Pricing/Price tags.

- **Shipping Cartons**
- Non-compliant carton (dimensions, perforations, stability, etc.).
- Incorrect carton width (wide vs. narrow).
- Missing or incomplete carton markings.

Miscellaneous Offset Fees

The following offset fees may be issued for violations in the following areas. Please refer to specific sections of the Procedures Manual to ensure you are in complete compliance with all requirements.

Routing

- Shipping with non-approved carrier: \$100.00 plus full freight.
- Wrong destination: \$100.00 plus full freight.
- Miscellaneous: \$100.00 plus full freight.

Order Fulfillment

- Customer backorders due to vendor negligence: \$10-\$25 per unit or # of backorders.
- Customer cancellations due to vendor negligence: \$10-\$25 per unit or # of backorders.
- Customer correspondence due to vendor negligence: Cost of letter, postage and labor.

Merchandise Returns

- Refusal of overages: \$25.00 + freight + \$60.00 per hour labor.
- Refusal of substitutions: \$25.00 + freight + \$60.00 per hour labor.
- Defective claims returned: \$150 plus claim to remain valid, goods may be destroyed.