NORDSTROM

Nordstrom Styling Services Overview

At Nordstrom, we believe that styling goes beyond a one-on-one appointment in a store. There are many way customers can engage with our styling services, whether they prefer self-service style inspiration or a high-touch and personalized relationship with a stylist. Our complimentary styling services include:

- **Product Page Styling Videos:** Our trained stylists offer in-depth fit and styling tips for individual products on Nordstrom.com product pages.
- <u>Looks</u>: This digital outfitting feature can be found at the bottom of every product page of Nordstrom.com and on the Nordstrom app utilizing the Looks tab. It blends Nordstrom personal styling expertise with machine learning to provide customers with online recommendations to complete and enhance any outfit.
- <u>Stylist Chat</u>: On the Nordstrom app or Nordstrom.com, customers can chat with a stylist who will provide a personalized Style Boards. Stylists can select items across all our categories including women's, men's and kids.
- <u>Livestream Shopping</u>: This interactive experience blends the best of our in-person and digital capabilities. This shopping channel gives customers real-time access to Nordstrom employees and brand partners as well as experts in the beauty, fashion, and home categories. During these informative and entertaining shopping events, customers can seamlessly shop the products they see and ask questions of the experts hosting the events.
- Nordstrom Trunk Club: Customers complete a style quiz where they share their size, style, budget and fit preferences. Our team of stylists use data science to pick a tailored selection of outfits according to the customer's input. Plus, they always share a preview of the contents of the Trunk, prior to shipping. Customers keep what they love and send the rest back at no additional charge.
- In-store and virtual styling appointments: Customers can work one-on-one with a stylist instore or through video chat to get personally curated looks and styling tips. Click here to schedule an appointment.

For more information on our styling services, please click here.