

NORDSTROM

NORDSTROM NYC SERVICES FACT SHEET

Connected While Shopping

Digital Directory

Located on every floor, the interactive Digital Directory helps customers easily locate whatever they are seeking.

Connected Fitting Rooms

Connected fitting room brings a salesperson and/or a tailor directly to customers with a simple touch of a button.

Communications Systems

Salespeople are connected to each other through Vocera headsets to easily locate product, get answers to customers questions, access tailoring quickly and more.

Charge it Stations

Charge It stations are set-up conveniently in locations throughout the store so customers can get a quick charge on their cell phone, laptop or tablet. Located on every level.

Free Wi-Fi

Customers can stay connected while they shop.

Shopping Made Convenient

On-Site Alterations & Tailoring

With the largest number of tailors in North America, Nordstrom has the expert talent needed to ensure customers get the best fit possible. Nordstrom NYC offers onsite alterations and tailoring services, with free basic alterations for many full-price items. We even offer alterations on pieces customers already own – just ask a salesperson for details, or simply book an appointment [online](#). Express alterations are also available.

Shoe, Handbag, Small Leather Goods Repair

Need sneakers cleaned or a heel tap replaced? Nordstrom NYC offers cobbler services in-store. Services do not include repair of designer items. Located on lower level one.

24-Hour Online Order Pick-Up

Nordstrom offers online order pick-up any time of day, including after hours. Located on lower level one.

Express Services

Located in one convenient location, customers can pick-up their order, try it on, and utilize alterations services as needed. Not the right fit? Returns and exchanges are also available. Customers can initiate a return on their mobile device, scan it and drop off their items. Located on lower level one.

Two-Hour Same Day Delivery

Need it in a hurry? For \$20, Nordstrom will deliver merchandise available in NYC same-day to eligible addresses.

Service Bar

The Service Bar offers a variety of convenient services for customers such as: easy purchases or returns, concierge services such as coat & bag check, foreign language assistance and appointment bookings for styling, alterations and more. Located on level one.

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Gift Wrap and Gift Boxes

Leave the wrapping to Nordstrom! In partnership with Paper Source hand-crafted paper, ribbon and tissue, Nordstrom “gift wrap certified” experts will add an extra touch for custom gifts for birthdays, holidays, baby showers and more. Custom Nordstrom black and white “logo” featured on signature wrapping paper. Nordstrom signature black and white gift boxes are free with purchase – simply ask a salesperson. Located on lower level two.

The Nordy Club

Get rewarded just for shopping! Become a Nordy Club member (it’s free) and customers earn points wherever they shop in stores or online at Nordstrom, Nordstrom Rack, HauteLook or Trunk Club. For every 2,000 points earned, customers get a \$20 Nordstrom Note to spend next time they shop with us. Nordy Club cardholders can also receive free next day shipping on eligible items. [Learn More](#).

Gift Cards

Give the card that gives. Nordstrom donates 1% of all Gift Card sales to local nonprofits in communities where it does business.

Donation Drop-off NYC

Donating is always in style. Customers can bring gently-used, laundered clothing and shoes to Nordstrom, which are then donated to [Housing Works](#) which aims to end the dual crises of homelessness and AIDS through relentless advocacy. Located on lower level one.

Personalize It

Personalization Studio

Customers can design their one of a kind items using a guided digital experience and watch it being made in the Personalization Studio. The NYC personalization services feature select brands, products and artists on a rotating basis. Monogramming is also available. Located on lower level two.

Get the Perfect Look

Nordstrom Stylists

[Nordstrom Stylists](#) are super friendly, and appointments are fast, fun, free—and zero pressure. Stylists can help with everything from a little fashion advice, to finding the perfect gift or a whole new wardrobe. It's the ultimate shopping convenience, designed to make shopping fun and effortless. Book an appointment [online](#).

Stylists Lounge

Enjoy one-on-one time with a Personal Stylist in this private shopping suite. Located on level three.

On-Demand Digital Stylist Assistance

A whole new shopping experience! Connect with one of our expert stylists in store or online when it’s convenient for you. Get everything from quick fashion advice to fit tips to outfit recommendations or a whole new wardrobe. Talk one-on-one with a stylist on a 30-minute video chat and get personalized advice, or get a look created just for you (it’s free!).

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Beauty Services

Stop by the Nordstrom Beauty Concierge to learn more about Nordstrom Beauty, book an appointment to work with a complimentary Nordstrom Beauty Stylist who can help customers shop across all brands and services.

Indulge in Nordstrom Beauty Haven, an immersive, interactive beauty floor featuring unique branded services from Anastasia Beverly Hills, Base Coat, Drybar, FaceGym, Heyday, Kate Somerville, The Light Salon, Nordstrom Spa, Sisley Paris, St. Tropez and Waxing Room. Customers can customize their experience whether they have 30 minutes or three hours and let us pamper them from head to toe. Book services online [here](#).