

VON MAUR®

COVID-19 Response – Updated 6/3/20

On June 4th, Von Maur will have 100% of our stores open in the communities that we serve. I am grateful for the response we have received from customers and appreciate your ongoing support of Von Maur. Together, we are upholding the practices that we know will help to ensure the safety of everyone in our communities. Just as we had to weigh the decision to open, individuals have to weigh their personal decision to visit our stores.

Your patience has been instrumental as we adapt to our changed shopping environment. Social distancing, limited occupancy and hours, and altered high touch services like makeovers and lingerie fittings have all contributed to the safety measures taken for both employees and customers. I'm sure in the coming months, more changes will be made to support the new way we must do business. However, our commitment to customer service will remain steadfast.

No matter how long before you feel comfortable to shop with Von Maur again, be confident in knowing that we will be right here, in your community, waiting to greet you with a smile.

Warm Regards,



Jim von Maur

Updated List of Store Openings:

State	City	Location	Opening Date	Returns Accepted
Alabama	Hoover	Riverchase Galleria	Friday, 5/1/20	Monday, 6/1/20
Georgia	Alpharetta	North Point Mall	Friday, 5/1/20	Monday, 6/1/20
	Atlanta	Perimeter Mall	Friday, 5/1/20	Monday, 6/1/20
	Buford	Mall of Georgia	Friday, 5/1/20	Monday, 6/1/20
Illinois	Forsyth	Hickory Point Mall	Friday, 5/29/20	Monday, 6/8/20
	Glenview	The Glen Town Center	Friday, 5/29/20	Monday, 6/8/20
	Lombard	Yorktown Center	Friday, 5/29/20	Monday, 6/8/20
	Moline	SouthPark Mall	Friday, 5/29/20	Monday, 6/8/20
	Normal	The Shoppes at College Hills	Friday, 5/29/20	Monday, 6/8/20
	Orland Park	Orland Square	Friday, 5/29/20	Monday, 6/8/20
	St. Charles	Charlestowne Mall	Friday, 5/29/20	Monday, 6/8/20
Indiana	Fort Wayne	Jefferson Pointe	Saturday, 5/2/20	Monday, 6/1/20
	Greenwood	Greenwood Park Mall	Monday, 5/4/20	Monday, 6/1/20
	Indianapolis	Castleton Square Mall	Friday, 5/15/20	Monday, 6/1/20
Iowa	Cedar Falls	College Square Mall	Friday, 5/8/20	Monday, 6/1/20
	Cedar Rapids	Lindale Mall	Friday, 5/8/20	Monday, 6/1/20
	Coralville	Iowa River Landing	Friday, 5/8/20	Monday, 6/1/20
	Davenport	NorthPark Mall	Friday, 5/8/20	Monday, 6/1/20
	West Des Moines	Valley West Mall	Friday, 5/8/20	Monday, 6/1/20
Kansas	Overland Park	Corbin Park	Monday, 5/11/20	Monday, 6/1/20
	Wichita	Towne East Square	Monday, 5/4/20	Monday, 6/1/20
Kentucky	Louisville	Oxmoor Center	Wednesday, 5/20/20	Monday, 6/1/20
Michigan	Ann Arbor	Briarwood Mall	Thursday, 6/4/20	Monday, 6/8/20
	Kentwood	Woodland Mall	Thursday, 6/4/20	Monday, 6/8/20
	Livonia	Laurel Park Place	Thursday, 6/4/20	Monday, 6/8/20

Minnesota	Eden Prairie	Eden Prairie Center	Tuesday, 5/19/20	Monday, 6/1/20
	Roseville	Rosedale Center	Monday, 5/18/20	Monday, 6/1/20
Missouri	Lake St. Louis	The Meadows	Monday, 5/4/20	Monday, 6/1/20
Nebraska	Lincoln	SouthPointe Pavilions	Friday, 5/1/20	Monday, 6/1/20
	Omaha	Westroads Mall	Friday, 5/1/20	Monday, 6/1/20
New York	Rochester	Eastview Mall	Monday, 6/1/20	Monday, 6/8/20
Ohio	Beavercreek	The Greene Town Center	Tuesday, 5/12/20	Monday, 6/1/20
	Columbus	Polaris Fashion Place	Tuesday, 5/12/20	Monday, 6/1/20
Oklahoma	Oklahoma City	Quail Springs Mall	Friday, 5/1/20	Monday, 6/1/20
Wisconsin	Brookfield	The Corners of Brookfield	Friday, 5/15/20	Monday, 6/1/20

We are offering curbside pickup and in some locations, same day delivery service. Please contact your [local store](#) to determine availability and place your order.

We closely monitor CDC guidelines in order to establish safety protocols. Below are some steps we are taking to minimize the risk for our customers and employees:

What We Are Doing For the Safety of Our Customers

- Posting safety guidelines at our entrances
- Conducting employee health screenings upon entry
- Providing available PPE for our staff and establishing hygiene expectations
- Rigorous cleaning and disinfecting of high-touch areas in the store
- Cleaning and disinfecting after every customer transaction
- Providing hand sanitizer for customers and employees
- Encouraging social distancing
- Training our employees on contactless service techniques, including cosmetic consultations
- Altering methods of service in fitting rooms
- Providing curbside pickup

What We Are Doing For the Safety of Our Employees

In addition to the steps above that also protect our employees, we have done the following:

- Provided financial assistance for health care coverage with our employees impacted by furlough
- Employees that carry our health insurance now have access to virtual doctor visits at no charge
- All employees have access to an Employee Assistance Program, which provides confidential support, guidance and resources for emotional and financial concerns
- Established additional flexibility in our leave policies
- To minimize exposure for our staff, delayed customer returns after store opening
- To reduce handling of items, we have temporarily suspended our gift wrapping service and offer gift wrap-to-go as an alternative

Please review our FAQ below for answers to commonly asked questions.

Frequently Asked Questions

Stores

Will I have to wear a mask when I shop in your stores?

Our employees will be required to wear a face covering for the protection of others. Customers will not be required to wear a mask or face covering, unless it is mandated by state or local government. We do ask that customers strictly adhere to six-foot social distancing guidelines.

Can I bring items I previously purchased into the store to be altered?

To limit exposure to our employees, we will not work on items from outside of the store immediately after your local store reopens. Once your store begins accepting returns, we will work on outside garments. Thank you for understanding.

Shipping

Will it take longer to get my order?

Due to the increased volume our shipping providers are experiencing, your order may take longer to receive than normal. We are working diligently to process orders timely on our end, and you will receive shipping and tracking information to check on the status of your order. Thank you for your patience!

Can I pick up my order at a store?

We are offering curbside pickup at all of our locations. At select stores, you are able to submit your curbside order online using the **Store Pickup** option at the top of our product pages:



If your local store is not listed yet, you can submit your order by calling the store number. For our customers in Chicago, Detroit, and Milwaukee, we are also offering same day delivery service as an option for phone orders.

Returns

How do I return an item that was purchased at a store?

To limit exposure to our employees, we have delayed returns when your local store reopens. Please refer to the list of openings to find out when your store will begin accepting returns. We do not accept curbside returns or mail-in returns for store purchases at E-Commerce. Thank you for understanding.

Can I return an item that was purchased at a store to E-Commerce?

Unfortunately, we do not accept store returns at our E-Commerce facility; they must be returned to a store location.

How do I return an item that was purchased online?

We provide you with a free return shipping label. Follow the instructions that were provided with your receipt. Due to increased volume and the impact of COVID-19, your return may take up to 30 days to process.

How long will it take to process my E-Commerce return?

Due to increased volume and the impact of COVID-19, your return may take up to 30 days to process.

Please be advised – we will be implementing a new return policy effective August 1st, 2020. The policy details are listed below:

VON MAUR®

New Return Policy Effective August 1st, 2020

Purchases made on or after
August 1st, 2020 will be subject to the
following return guidelines:

With Receipt:

Within 90 days - will receive purchase price
back to original form of payment

After 90 days - will receive purchase price
as merchandise credit

Without Receipt:

Will receive current selling price as
merchandise credit

The following products will have additional guidelines:

Cosmetics - receipt will be required

Special occasion dresses - receipt required, tags
attached, unworn and unaltered

Junior prom dresses - must be returned within
30 days - receipt required, tags attached,
unworn and unaltered

The following items will be Final Sale:

Merchandise that is 75% off or more

Sale merchandise with an additional % off

Food items