BLOOMINGDALE'S INTERNATIONAL CUSTOMER SHOPPING GUIDE

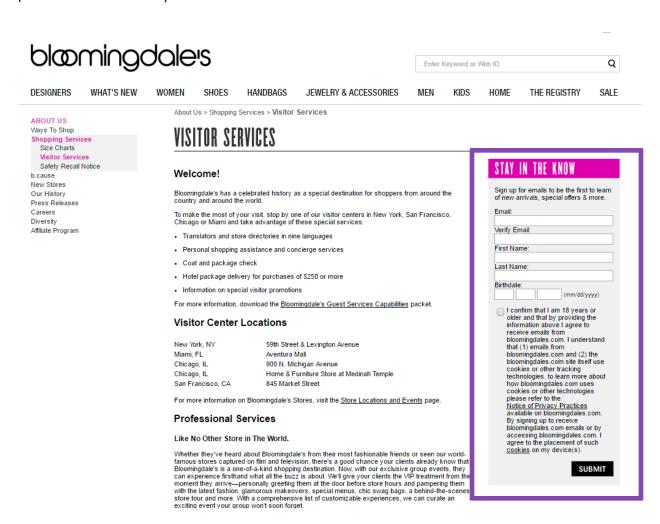
How do I sign up for Bloomingdale's emails and receive 10% off my first order?

1. Click the SIGN UP link on the bottom right corner of the bloomingdales.com homepage.



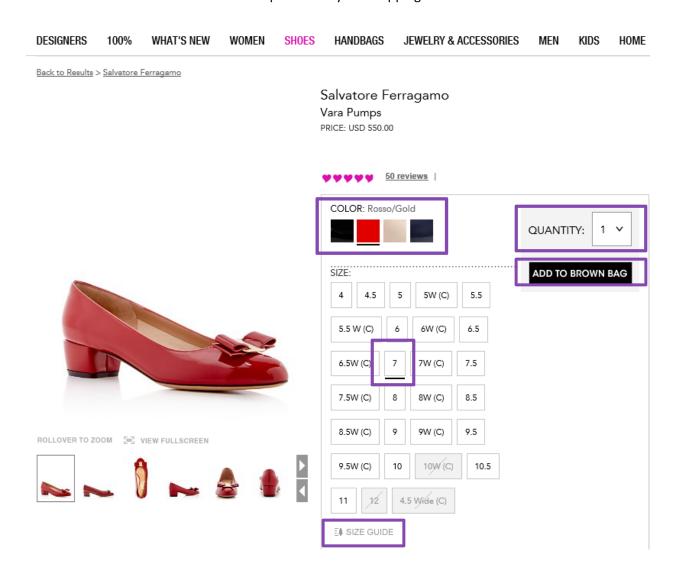
like no other store in the world

2. Enter your information and click **SUBMIT** to sign up. You will receive an email with a one-time-use promo code for 10% off your first order.



How do I add a product to my shopping cart?

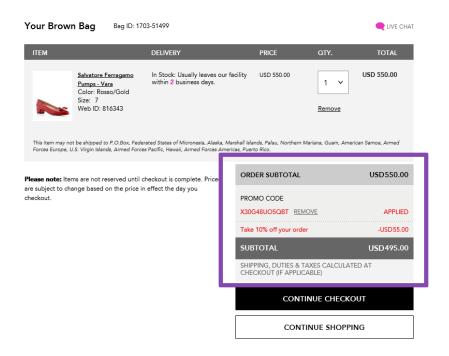
- 1. Choose the color, size and quantity you'd like to purchase. If you are unsure about sizing, click **SIZE GUIDE**.
- 2. Click ADD TO BROWN BAG to add the product to your shopping cart.



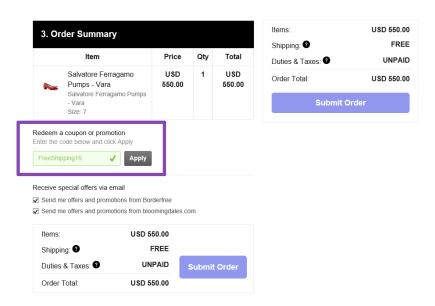
Where do I enter my promo code?

Please note there are **two types of promo codes** when you ship an order internationally: product discount promo code and shipping/duty promo code.

1. If you have a **product discount promo code**, please enter it in the promo code box under **ORDER SUBTOTAL** in your shopping cart and click **APPLY**. If your code is valid, you will see a discounted price.

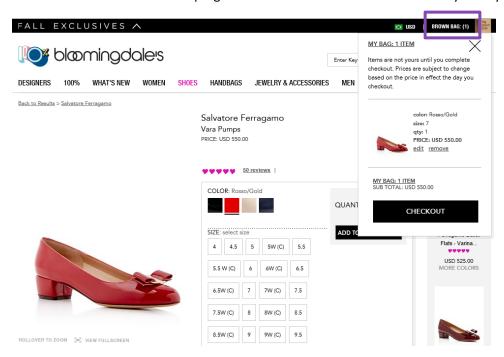


2. If you have a **shipping or duty related promo code**, click **CONTINUE CHECKOUT** in your shopping cart and go to the next page. Scroll down to the bottom of the page, enter the code in the box under **Redeem a coupon or promotion** and click **APPLY**.

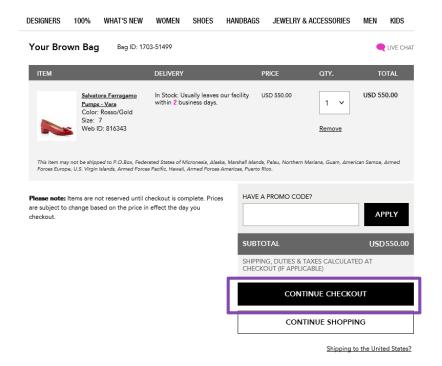


How do I check out and complete my order?

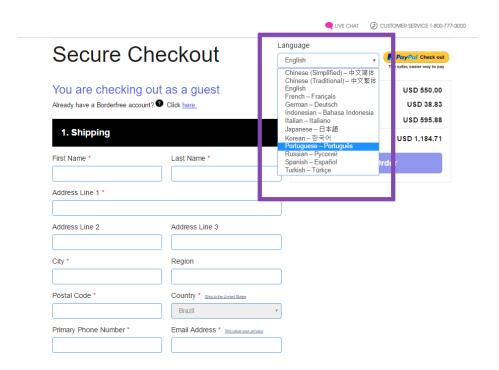
1. Click BROWN BAG on the top right corner of the screen. This will direct you to your shopping cart.



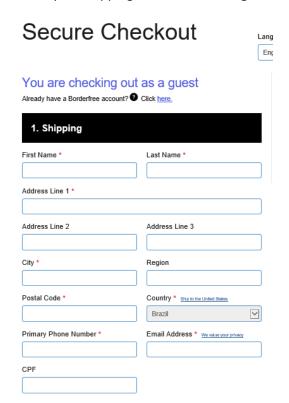
2. Double check to make sure you have added the correct sizes, colors and quantities. Click **CONTINUE CHECKOUT** to be directed to the international checkout page. Reminder: if you have a **product discount promo code**, please enter it in the promo code box.



3. Click the drop-down menu under LANGUAGE to select a different language.



4. Enter your shipping information in English. Fields with a red asterisk * are mandatory.

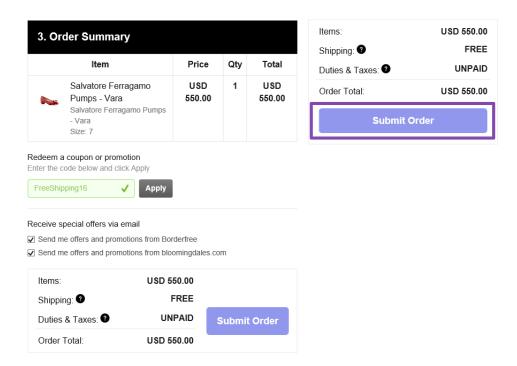


5. Choose your preferred shipping and payment method.

Please note: With some shipping methods, you can pay duty and taxes now and there will be no additional cost when you receive the package. Other shipping methods will require duty and taxes to be collected upon delivery.

6. Click **SUBMIT ORDER** to place your order.

Reminder: If you have a **shipping or duty related promo code**, enter it into the promo code box before finalizing your order.



What happens after I submit my order?

First, you will receive a confirmation email from Borderfree, Bloomingdale's international logistics partner. You'll also receive an email when your order has shipped, and another email for any changes or updates to your order.

Bloomingdale's will send your item(s) to the Borderfree shipping hub in the United States and then Borderfree will ship the order to your final international destination.

How do I track my order?

You will receive two tracking numbers for your international order:

Bloomingdale's to Borderfree: You will receive a tracking number in an email from
Bloomingdale's. You can check the status of your order by entering the tracking number here:
 http://www1.bloomingdales.com/customerservice/international.jsp?cm_sp=FOOTER_INTL-_BOTTOM_NAV-_-FAQS#myorder_track

2. Borderfree to your destination: You will receive a tracking number in an email from Borderfree. You can check the status of your order by entering the tracking number here: https://tracking.borderfree.com

How can I contact customer service?

You can reach Bloomingdale's Customer Service by phone 24 hours a day, 7 days a week at 1-800-777-0000 or 001-513-573-8170. Please note: both are U.S. phone numbers. International rates may apply.

You can also email international customers ervice@bloomingdales.com

At this time, customer service is only available in English for both phone and email communications.

What payment methods are accepted?

We accept Alipay, American Express, China UnionPay, Diners Club, Discover, Interac Online, JCB, MasterCard, Offline Settlement, PayPal Express Checkout, PayPal Payments, QIWI, SOFORT Banking, SafetyPay, VISA and iDEAL.

Please note: Payment methods vary by shipping destination. You will see the payment options that are accepted in your country on the checkout page.

Why was my credit card declined?

To ensure your payment is accepted, please confirm that you are using the correct billing address and CVN number, and that you have sufficient funds in your account. Additionally, confirm with your bank that your credit card is authorized for international and "card-not-present" transactions.