

# Return Policy

Returns are accepted within 30 days of receipt.

Returned merchandise should be unworn, undamaged, saleable\*, with original tags and packaging (if applicable).

Altered apparel, special orders, cloth face mask coverings, perishable or personalized/monogrammed items, and "final sale" items cannot be returned.

*\*Neiman Marcus reserves the right, at its sole discretion, to determine if returned merchandise is in saleable condition.*

## Return disclaimer

**Holiday Returns:** Purchases made 11/1/2023 to 12/16/2023 will have an extended return policy until 1/15/2024. All other terms and conditions of our Return Policy remain in effect.

## Return Process

Purchases made online can be returned in 3 easy steps:

1. Check if your order is eligible for a return.
2. Generate the return label for your order.
3. You can then;
  - a. Ship returns prepaid and insured with the return slip to: Sales Division, 4121 Pinnacle Point Dr, Dallas, TX 75211, or
  - b. Bring the merchandise to any Neiman Marcus store with the return slip.

## Returning by mail

Eligible merchandise may be returned FREE if received within 15 days of the delivery date.

A return fee of \$9.95 will apply for: all clearance items, all items returned after 15 days of delivery, and items marked as "Return Fees Apply."

Ship eligible returns prepaid and insured, and include a copy of the receipt so your credit can be easily processed to: Sales Division, 4121 Pinnacle Point Dr, Dallas, TX 75211.

Neiman Marcus store purchases may be returned by mail to the store in which they were purchased.

## Returning In Store

Print your return slip using the order number. You will need this return slip to return items in store. Eligible items may be returned to a Neiman Marcus store for credit within 30 days of the delivery date.

Bring the merchandise and either your return slip (if purchase was made online) or receipt (from in-store purchases) to any store sales associate.

Neiman Marcus stores are unable to process returns for items purchased at Bergdorf Goodman, Last Call and Horchow stores, online or via catalog.

## Returning International Merchandise

For complete return policy details, please visit [www.neimanmarcus.com/globalreturns](http://www.neimanmarcus.com/globalreturns).

## **Return Label**

Please use the below link for generating return label . <https://doc.phomemo.com/Labels-Sample.pdf>