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Kohl's Department Stores' Hassle-Free Return Policy Demonstrates Kohl's is the Smartest Choice for Shoppers this Holiday Season

Kohl's industry-leading return policy gives customers an easy, convenient shopping experience

MENOMONEE FALLS, Wis., December 8, 2011 – [Kohl's Department Stores'](#) (NYSE: KSS) hassle-free return policy makes it easy for holiday gift givers to shop with confidence. Customers may return any Kohl's item, any time for any reason – with or without a receipt. The quick, convenient return policy – along with unbeatable savings opportunities, customer conveniences and no exclusions approach to savings – demonstrates why Kohl's is the smartest choice for savvy shoppers who “Love to Give” and are “Happy to Save” this holiday season.

“As shoppers continue to plan their holiday purchases and research the best overall values, Kohl's customers can shop with confidence knowing that we stand behind every purchase made at Kohl's – whether in-store or shopping our expanded assortment online at Kohls.com,” said Julie Gardner, Kohl's executive vice president and chief marketing officer. “We will gladly take back or exchange any item for any reason. This policy, coupled with unbeatable savings and customer conveniences, differentiates us as a go-to destination throughout the season.”

Shop With Confidence – Kohl's Industry-Leading Return Policy

- Kohl's industry-leading return policy gives customers a quick, convenient and worry-free experience.
- Customers returning merchandise with receipts or items purchased with Kohl's Charge cards are eligible to receive refunds or even exchanges.
- Customers with gift receipts will be granted an even exchange or Kohl's merchandise credit for returned items.
- No receipt? No problem. Customers without a receipt will get a merchandise credit good toward anything in the store. Or, if a customer paid with a Kohl's Charge or other credit card, Kohl's can look up the purchase and give a refund or even exchange.
- Kohls.com customers have the option to return items to either Kohls.com or at any Kohl's store nationwide.
- Hassle-free returns on any item with no time limit.

Give The Gift of Choice

Not sure what to get? Gift cards are a welcome gift for anyone on the list and are an easy, convenient option for gift givers. According to a recent survey* from the National Retail Federation, gift cards – for five years in a row – continue to be the most requested holiday gift. This year, Kohl's offers an expanded assortment of holiday and everyday gift card styles and accessories at gift card centers located near check-outs, throughout stores and on Kohls.com.

Available in a variety of denominations, Kohl's gift cards can be used anytime and have no service fees and no expiration dates. Kohl's also offers e-Gift Cards which can be purchased in any denomination on Kohls.com, and are delivered instantly via email. Kohl's also continues to grow its selection of third-party gift cards available in

store, including gift cards for the digitally savvy for iTunes and Facebook Credits, as well as Best Buy, Barnes & Noble, Home Depot, Lowe's, Starbucks, Applebee's, Olive Garden, PF Chang's, Red Lobster, Subway, SpaFinder, BP Gas, Shell Gas and more.

Love to Give, Happy to Save

In addition to offering shoppers great gift card options and an industry-leading return policy, Kohl's offers unprecedented value to all customers with even more unbeatable savings opportunities and customer conveniences for shoppers who "Love to Give" and are "Happy to Save," including:

Unbeatable Savings Opportunities

- **Kohl's Cash®** – During Kohl's Cash promotions, all shoppers get \$10 Kohl's Cash back for every \$50 spent (in store or online), with no earn limit, that can be used toward future purchases in store or on Kohls.com – good on all brands and sale prices. It's like getting paid to shop!
- **Power Hours and Early Birds** – During special hours, Kohl's offers the lowest prices of the week on select items or categories.
- **Kohl's Charge** – Kohl's Charge customers receive a number of exclusive benefits. In addition to getting extra savings on their first purchase, shoppers also receive Pick-Your-Day shopping passes and special event discounts throughout the year.
- **Only-at-Kohl's Brands** – Kohl's powerful brand portfolio includes quality private and exclusive brands at exceptional values such as Simply Vera Vera Wang, Jennifer Lopez, Marc Anthony, LC Lauren Conrad, Food Network, Bobby Flay, ELLE, ELLE DECOR, Dana Buchman, Candie's, Mudd, Tony Hawk, Apt. 9, Chaps, Jumping Beans and SONOMA life + style.
- **Shoppers 60+** – Every Wednesday, Kohl's shoppers age 60 and better will save an extra 15 percent on in-store purchases at Kohl's stores nationwide.

Customer Conveniences

- **Kohls.com** – 24 hours a day, seven days a week, shoppers have access to an expanded online assortment of exciting merchandise, tremendous values and conveniences available on Kohls.com, including functionality for customer ratings and reviews, online redemption of Kohl's Cash and navigation features to showcase "What's New," "Best Sellers" and "Customers' Top Rated."
 - **Kohls.com Mobile** – Sales alerts and holiday offers will help smart phone shoppers stay in-the-know about Kohl's promotions throughout the season. This year, a newly enhanced mobile application allows users to view and search circulars, use quick response (QR) code and bar code scanning functionality, shop online and more.
 - **List Builder Tool** – Kohl's popular list builder tool will once again be available on Kohls.com to help resourceful shoppers create customized lists for their in-store visits.
- **Extended Store Shopping Hours** – Kohl's stores open early and close late so shoppers can take advantage of great in-store savings when it's most convenient.
- **Kohl's Kiosk – Buy, Save and Ship it for Free** – Kohl's Kiosks located in all stores make it easy to shop with confidence. Customers can choose from an expanded assortment of styles, sizes, colors and merchandise that may not be available in stores. In addition, Kohl's offers free standard shipping in the U.S. on items ordered from in-store kiosks.

About Kohl's Department Stores

Based in Menomonee Falls, Wis., Kohl's (NYSE: KSS) is a family-focused, value-oriented specialty department store offering moderately priced, exclusive and national brand apparel, shoes, accessories, beauty and home products in an exciting shopping environment. With a commitment to environmental leadership, Kohl's operates 1,127 stores in 49 states. In support of the communities it serves, Kohl's has raised more than \$180 million for children's initiatives nationwide through its Kohl's Cares® cause merchandise program, which operates under Kohl's Cares, LLC, a wholly-owned subsidiary of Kohl's Department Stores, Inc. For a list of store locations and information, or for the added convenience of shopping online, visit www.Kohls.com.

* 2011 Holiday Consumer Intentions and Actions Survey, National Retail Federation, October 2011
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