



Kohl's Announces Amazon Returns at Select Kohl's Stores

Kohl's is adding free, convenient returns for Amazon customers in 82 Kohl's stores beginning in October

MENOMONEE FALLS, Wis. (September 19, 2017) – [Kohl's](#) (NYSE: KSS) today announced that 82 stores across Los Angeles and Chicago will be offering free, convenient returns for Amazon customers starting in October. Kohl's will pack and ship eligible Amazon return items for free, providing an additional service and convenience to Amazon customers within select Kohl's stores.

"We are thrilled to launch this unprecedented and innovative concept, allowing customers to bring in their unpackaged Amazon returns to Kohl's and we will pack them, ship them, and return them to Amazon for free," said Richard Schepp, Chief Administrative Officer. "This is a great example of how Kohl's and Amazon are leveraging each other's strengths – the power of Kohl's store portfolio and omnichannel capabilities combined with the power of Amazon's reach and loyal customer base."

"Amazon Returns at Kohl's creates a convenient location for Amazon customers to return eligible Amazon.com merchandise," said Shivi Shankaran, Director of Worldwide Customer Returns at Amazon. "Teaming up with Kohl's provides an incredible opportunity to pair our world-class return experience with a great shopping experience, expanding our service options to our customers in the Los Angeles and Chicago areas."

Amazon Returns at Kohl's creates a convenient location for Amazon customers to return eligible Amazon.com merchandise to select local Kohl's stores. Items can be returned free of charge regardless of return reason and regardless of whether the items are packaged for shipping. Kohl's will package and transport all returned items to Amazon return centers. As an additional convenience, customers visiting Kohl's for Amazon Returns at Kohl's services can use designated parking spots near the store entrance. Starting in October 2017, Amazon Returns at Kohl's will be available at 82 Kohl's stores in Los Angeles and Chicago.

[Earlier this month](#), Kohl's announced a new Amazon smart home experience will be available in 10 select Kohl's stores across the Chicago and Los Angeles areas starting in October. The 10 Kohl's stores with the Amazon smart home experience will have Amazon returns integrated into the overall Amazon experience, located prominently at the front of the store.

Cautionary Statement Regarding Forward-Looking Information

This press release contains "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995. Kohl's intends forward-looking terminology such as "believes," "expects," "may," "will," "should," "anticipates," "plans," or similar expressions to identify forward-looking statements. Such statements are subject to certain risks and uncertainties, which could cause Kohl's actual results to differ materially from those anticipated by the forward-looking statements. These risks and uncertainties include, but are not limited to, those described in Item 1A in Kohl's Annual Report on Form 10-K, which is expressly incorporated herein by reference, and other factors as may periodically be described in Kohl's filings with the SEC.

About Kohl's

Kohl's (NYSE: KSS) is a leading omnichannel retailer with more than 1,100 stores in 49 states. With a commitment to inspiring and empowering families to lead fulfilled lives, Kohl's offers amazing national and exclusive brands, incredible savings and an easy shopping experience in our stores, online at [Kohls.com](#) and on Kohl's mobile app. Throughout its history, Kohl's has given nearly \$600 million to support communities nationwide. For a list of store locations or to shop online, visit [Kohls.com](#). For more information about Kohl's impact in the community and how to join our winning team, visit [Corporate.Kohls.com](#).



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