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Kohl's Industry-Leading Return Policy is a Convenience Customers Can Count On
Kohl's hassle-free returns help make the holiday season merrier

MENOMONEE FALLS, Wis., Dec. 17, 2009 – Gift givers and recipients alike can count on [Kohl's Department Stores](#) (NYSE: KSS) for an industry-leading, hassle-free return policy which allows for customers to return any Kohl's item, anytime – with or without a receipt. This should come as welcome news to Kohl's shoppers as holiday budgets are stretched and consumers are increasingly thoughtful about finding the perfect gift.

"At Kohl's we strive to make the holidays convenient for our customers and that includes our industry-leading return policy," said Julie Gardner, Kohl's executive vice president and chief marketing officer. "Kohl's customers can count on an easy, hassle-free return experience. Our unbeatable return policy is one more way we bring customers exceptional value and convenience during the holidays and throughout the year."

Shop With Confidence – Kohl's Industry Leading Return Policy

- Customers can shop with confidence knowing that they can return any item, anytime, for a full refund with a receipt.
- 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.
- Purchases made with a Kohl's Charge Card can be returned without a receipt for full refunds or even exchanges.
- Kohls.com customers have the option to return items to either Kohls.com or at any Kohl's store nationwide.
- There are no exclusions and no time limits for returns.

The Perfect Gift , Every Time

Still not sure which gifts to give? A recent survey* from the National Retail Federation shows that gift cards are the most requested holiday gift. Kohl's offers an exciting assortment of gift cards and accessories at gift card centers near the checkouts, throughout the store and at Kohls.com. Customers can also redeem e-gift cards – gift cards that are bought, given, and printed online – in stores and online at www.kohls.com. Kohl's gift cards have no expiration date.

In addition to a variety of holiday, winter and religious-themed gift cards, Kohl's has expanded its selection of third-party gift cards available in store to include options such as Starbucks, iTunes, Olive Garden and Red Lobster, for the ultimate convenient, one-stop holiday shopping experience. New this year, Kohl's gift card kiosks also offer Godiva chocolates, a thoughtful add-on to accent a gift card purchase.

The More You Know, The More You Kohl's

In addition to offering shoppers an industry leading return policy, Kohl's offers shoppers conveniences and ways to stretch their budget all season long. Additional Kohl's key differentiators include:

- **Stackable Savings Opportunities:** Kohl's provides customers with countless opportunities to save such as special deals during special hours like Night Owls and Early Birds, Bonus Buys, Pick-Your-Day sales (Kohl's Charge Card offers) and Kohl's Cash. Every Kohl's receipt always shows customers how much they saved.
- **A No-Exclusions Approach to Savings:** There are no brand exclusions when using offers like Kohl's Cash coupons or Kohl's Charge Card discounts. In addition, customers can layer on these discounts and maximize savings on top of all sale prices.
- **Kohl's Cash:** During Kohl's Cash events, shoppers will receive \$10 in Kohl's Cash for every \$50 spent in store or online to use during an in-store future shopping trip - it's like getting paid to shop. As compared to last holiday season, Kohl's offers nine more days to earn and 19 more days to redeem Kohl's Cash.
- **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, Dana Buchman, ELLE, LC Lauren Conrad, Tony Hawk, apt. 9, Candie's, Jumping Beans, SONOMA life + style, Croft & Barrow, Abbey Dawn by Avril Lavigne, Food Network and more.
- **Extended Shopping Hours:** Kohl's opens early and closes late during key sales events throughout the season so shoppers can take advantage of great in-store savings when it's most convenient.

About Kohl's

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. Kohl's operates 1,059 stores in 49 states. A company committed to the communities it serves, Kohl's has raised more than \$126 million for children's initiatives nationwide through its Kohl's Cares for Kids® philanthropic 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.

* 2009 Holiday Consumer Intentions and Actions Survey, National Retail Federation, October 2009

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