

As we begin the process of closing stores, we have updated several of our store policies and programs.

These changes are addressed below:

What forms of payment will be accepted?

We will accept the following forms of Payment:

- Cash
- All Major Credit Cards
- Paypal
- Debit cards
- Checks
- Christopher & Banks Private Label Credit Card
- Christopher & Banks gift cards

I have a Gift Card, how can I redeem it?

We are no longer issuing new Gift Cards. Merchandise Credit Process remains the same. Previously purchased gift cards can be redeemed until 2/12/21, close of business, in store, and no cash outs are allowed. There are no changes to online gift card redemption at this time.

What is your new return and exchange policy?

Returns	All returns must be accompanied by a receipt
Store Purchase 1/13/21 and prior	Can be returned within 30 days for Merchandise Credit
Store Purchase 1/14/21 and after	Final sale, no returns
Online Purchase	Can be returned in stores until 2/12/21. After 2/12/21, online purchases must be returned online.
Price Adjustments	Cannot be done
Exchanges	For size only allowed

All merchandise credit will be the “net amount”, after coupons and discounts stated on the receipt. Please be sure to have your original receipt. Our new return and exchange policies will not be honored without it. Please remember that merchandise credit can only be used in store. Any other returns and exchange policies that were in effect prior to 1/13/21 will not be honored for merchandise in stores.

What about other in Store Programs?

We will not be offering “buy online and pick-up in-store” for the duration of the Store Closing Sale.

Your stores price match to your website, will that continue?

No. Stores will no longer price match to our website.

Will I be offered price adjustments?

No. We will no longer offer price adjustments in store.

Friendship Rewards Program

I am a Friendship Rewards Member, will my reward certificate remain valid?

Non-expired reward certificates will be valid through 2/12/21 in store and online.

Will you be issuing me new points or rewards?

No. We have ceased issuing new points and new rewards as of 1/14/21.

Can I open a new Christopher and Banks Private Label Credit Card?

No. Customers cannot open a new Christopher and Banks private label card, but can continue to purchase items using their existing card.

Can I continue to pay my Christopher and Banks card balance in store?

We will no longer be accepting Christopher and Banks credit card payments in-store.

What about other Promotions and Discounts?

Promotions & Discounts		Valid 1/14/21 forward?	
Direct Mail	DM % off Coupon	Yes	Valid until 1/24/21
Bounceback Discounts	Banks Bucks	Yes	<u>Stop handing out effective 1/14/21</u> Valid for return 1/19/21 - 1/30/21
	Gift Card Bounceback	Yes	Valid until 1/30/21
Loyalty Discounts	Appeasement	Yes	Accept until 2/12/21
	Birthday	Yes	Valid until 1/31/21
	FR Certificate	Yes	No points earned effective 1/14/21 Continue redemptions through 2/12/21
	Advantage 10% (Military, Senior, Teacher)	NO	
PLCC Discounts	15% off when you open		No new credit cards can be opened
	Bonus 15% off coupon	Yes	Mailed to customers for cards opened prior to 1/14/21 Continue to redeem through 2/12/21
Employee Discount	Employee Discount	Yes	
Other Discounts	Affiliate Offers	NO	
	Store Grassroots	NO	
	Mall Coupon Books, etc.	NO	
	Bottom Line Club Redemption	Yes	<u>Stop adding punches effective 1/14/21</u> Can redeem full cards until 1/31/21