

7/30/08

Frequently Asked Customer Questions: Belk.com Wedding Registry System Outage

We are extremely excited to announce the launch of our new belk.com website and Wedding Registry system. These new systems will offer brides and guests enhanced features and an easier shopping experience.

Some of the enhancements include:

- A much larger variety of home items from the kitchen, bedding and bath departments
- Tips for planning a wedding and managing a registry
- Product knowledge information guides

In order to update our current systems our website, including our on-line wedding registry, will not be available between the dates of August 31st and the evening of September 10th.

Our new website and wedding registry system will be available on the evening of Wednesday, September 10th. We are confident you'll be pleased with the enhanced look and feel of the new site.

Frequently Asked Questions & Answers:

1. Why isn't the web site available?

Our new system is replacing the current website and we need to disable the current site in order to launch the new, improved site.

2. What will the new website offer?

Easier shopping experience, larger variety of products for purchase on-line, updated look and feel for the Wedding Registry site and tips for planning a wedding and creating a registry.

3. When will the registry system be available again?

On the evening of Wednesday, September 10th.

4. Can I view my registry on belk.com?

Unfortunately all access to belk.com will be unavailable from August 31st to the evening of September 10th. However, you can visit a Belk store to view your registry on an in-store kiosk.

5. Can a wedding guest print my registry?

Guests can view and print a registry by visiting a Belk store or can receive assistance with a registry purchase by calling a Belk store.

6. Can I update my registry?

From August 31st to the evening of September 10th the system is not accessible to edit product or update personal information. A home store consultant can manually record any adjustments and make them on your behalf or you can visit belk.com on the evening of September 10th to check out our new site and make the adjustments at that time.

7. Can I register?

A home store consultant in a Belk store will be glad to manually record your registry information during this time. The consultant will create your registry on belk.com by September 13th and you will receive an email notification with confirmation of your registry creation. You can begin adding product on-line or in-store after receiving your confirmation email.

8. Can I shop on belk.com?

During our transition to the new site all belk.com access will be disabled. Neither you nor your guests can make purchases on-line during this time. Please call or visit a Belk store for any shopping needs.

9. Can I make a return or exchange?

Yes! You can exchange and return product according to our normal procedures in any Belk store. As always, for the best customer service, please make an appointment to schedule your post-wedding returns. All returns and purchases that take place during the outage will be reflected on your registry on the evening of Wednesday, September 10th.

10. Can I complete my registry?

Yes! You are welcome to complete your registry at any time. As always, for the best customer service, please make an appointment for your completion consultation. All purchases that take place during the outage will be reflected on your registry on the evening of Wednesday, September 10th.

11. Will my registry be updated with purchases?

All purchases that take place during the outage will be reflected on your registry on Wednesday, September 10th.

12. Will I still be able to see who purchased gifts for me during this time?

All purchases that take place during the outage will be reflected on your registry on Wednesday, September 10th. The Gift List report we provide will also be updated on this date and will accurately reflect the guests who purchased from your registry.

13. What happens if items on my registry were carried on-line before but now aren't available on-line?

If you still wish to receive the product you originally selected it can remain on your registry for purchase in a Belk store. Guests will not be able to purchase it on-line. If on-line purchase is important to you and your guests and you have questions regarding specific products please call or visit a Belk store. A Belk home store consultant will be able to offer information about the future availability of products on-line.

14. How will I know what product will be carried on the new website?

If you have questions regarding specific products please call or visit a Belk store. A Belk home store consultant will be able to offer information about the future availability of products on-line.

15. Will my existing registry be available on the new website? Do I need to do anything to transfer my registry?

All active registries will automatically be available on the new website. No additional actions are required.

16. Will my username and password be the same on the new website?

Yes, you can continue to log in to your registry using your current username and password.