

CUSTOMER FAQ

1. What did Dressbarn announce?

- We announced that, following a thorough review, the decision has been made to wind down the Dressbarn business and eventually close all stores.
- All Dressbarn stores are open and conducting business as usual, as is dressbarn.com. Our customers can continue to shop at Dressbarn in-store and online.

2. Why are you shutting down the Dressbarn business?

- The retail environment in recent years has been challenging across the industry.
- Despite great efforts by so many to better position Dressbarn for the future, Dressbarn has not been operating at an acceptable level of profitability to sustain itself.
- This decision – difficult but necessary – will allow ascena to strengthen and optimize its portfolio by focusing resources on its most profitable brands. The goal is to position ascena for long-term growth and enhance shareholder value.
- The Dressbarn wind down is another significant step taken to advance ascena's ongoing transformation, following the recently completed sale of the maurices brand.

3. Can I still shop at Dressbarn in store and online?

- Yes. All Dressbarn stores are open and serving customers as usual, as is dressbarn.com.

4. Can I still shop at Roz & Ali in store and online?

- Yes. All Roz & Ali stores are open and serving customers as usual.

5. Can I expect the same level of customer service?

- Yes. You can expect the same level of quality customer service that you are used to from Dressbarn, with even better deals and value.

6. How long will the wind down process take?

- Dressbarn just announced the decision to commence the wind down of its retail operations, and the process will take time.

7. How will I know when the local Dressbarn or Roz & Ali store that I shop at is closing?

- Plans for closing individual store locations will be shared as the wind down process progresses.

8. Will there be store closing sales? If so, when will they start?

- Store closing sales are expected. Information about these store closing sales will be shared as the wind down process progresses.

9. Can I still return items, receive refunds, and use gift cards?

- Our return policy has changed. Visit [dressbarn.com/returns](https://www.dressbarn.com/returns) for more details. We encourage all customers to redeem any merchandise credits or gift cards prior to December 25, 2019.

10. Can I still earn and redeem my DB loyalty rewards, such as DB Dollars and DB Perks?

- As of October 31, 2019, DBPerks will no longer be active. You can still earn points through 10/15/19, and redeem rewards through 10/31/19.

11. Will stores continue to accept coupons?

- Yes, Dressbarn stores will continue to accept coupons during the wind down process.

12. Will stores continue to accept gift cards and merchandise credits?

- We encourage all customers to redeem any merchandise credits or gift cards prior to December 25, 2019.

13. Will items that I already purchased online arrive on time?

- Yes, you can expect that items purchased on [dressbarn.com](https://www.dressbarn.com) will continue to be shipped and arrive as scheduled.