

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
- Contactless Payment methods (Apple Pay, Samsung Pay, Google Pay)
- Merchandise Credits
- RunwayRewards Credit Cards and Trendsetter Rewards Credit Cards

Note: we will no longer accept checks as a form of payment.

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

Previously purchased gift cards will only be honored through August 11, 2020 for in store purchases. Gift cards can continue to be used for on-line purchases.

We are no longer issuing new Gift Cards. If your gift card does not have a PIN number, we will not be able to honor it under any circumstances.

What is your new return and exchange policy for purchases made in store?

Effective July 16, 2020, all in Store sales are final. There will be no Returns or Exchange of merchandise purchased in Stores. Merchandise purchased prior to July 16, 2020 can be returned for a merchandise credit if the return is within 45 days of the original purchase and accompanied by a receipt.

What is your new return and exchange policy for purchases made online?

Through August 11, 2020 online purchases, including those made prior to July 16, 2020, can be returned to Stores for a merchandise credit if the return is within 45 days of the original purchase and accompanied by a receipt.

In addition, all online purchases may also be returned through our online warehouse, and you can receive a refund in the original form of payment if the return is within 45 days of the original purchase and accompanied by a receipt

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 July 16, 2020 will not be honored for merchandise in stores.

What about other in Store Programs?

We will not be offering AskUs!, or 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 websites.

Will I be offered price adjustments?

No. We will no longer offer price adjustments in store

Runway Rewards and Trendsetter Rewards

I am a Runway Rewards Member, will you be honoring my rewards in Stores?

We will honor unexpired Runway Rewards issued prior to July 16, 2020 until August 11, 2020.

Can I use my rewards to purchase items online?

Yes. You can continue to use your unexpired Runway Rewards to purchase items online. We will honor unexpired Runway Rewards issued prior to July 16, 2020 until August 11, 2020.

Will you be issuing me new rewards?

No. We have ceased issuing new Runway Rewards program rewards.

Can I open a new Runway Rewards card?

No. Customers cannot open a new Runway Rewards card, but can continue to purchase items using their existing card.

Can I continue to pay my Runway Rewards card balance in store?

No, we can no longer accept payments towards your Runway Rewards card in store.