

## **Customer FAQs**

### **1. Is my local Gymboree, Gymboree Outlet, or Crazy 8 store closing?**

- We are closing all of our Gymboree, Gymboree Outlet and Crazy 8 stores.
- We anticipate store closures for these brands will continue over the next month or so, although some stores may close within a shorter or longer time period. We are conducting going out of business sales at these stores.

### **2. How many stores are closing and where can I find a comprehensive list of affected stores?**

- Over the next month or so, we will be closing all of our Gymboree, Gymboree Outlet and Crazy 8 stores.
- Please visit [www.gymboree.com](http://www.gymboree.com) and [www.crazy8.com](http://www.crazy8.com) for a list of store locations.

### **3. Are Gymboree or Crazy 8 holding going-out-of-business sales?**

- Gymboree, Gymboree Outlet, and Crazy 8 stores are currently holding going-out-of-business sales.

### **4. Can I still use my GymBucks and Gymboree rewards?**

- Gymboree Group has discontinued its GymBucks and Gymboree Rewards programs.

### **5. Can I still use my Gymboree or Crazy 8 gift card or merchandise credit?**

- Gymboree, Gymboree Outlet and Crazy 8 stores are no longer issuing merchandise credits and Gift cards, E-Gift cards and merchandise credit cards are inactive and are no longer eligible to be redeemed.
- If you have a Gymboree or Crazy 8 gift card and believe you have a claim against the Company, you should consult with an attorney and may file a “proof of claim.” Proofs of claims may be submitted electronically through Prime Clerk’s website at <https://cases.primeclerk.com/gym>, or may be mailed, so as to be received by Prime Clerk by March 15, 2019, which the Bankruptcy Court has set as the final date on which claims of non-government entities must be received. Proofs of claim submitted by fax or electronic mail will NOT be accepted.
- The mailing address for proofs of claim is:  
Gymboree Group, Inc.,  
Claims Processing Center  
c/o Prime Clerk LLC  
850 3rd Avenue, Suite 412 Brooklyn  
New York 11232
- For more information regarding proofs of claim, please contact Prime Clerk at (929) 272-0801 (or toll-free at (844) 339-4163 for international calls), or by sending an email to [gyminfo@primeclerk.com](mailto:gyminfo@primeclerk.com).

**6. What are the return policies at Gymboree, Gymboree Outlet and Crazy 8 stores?**

- All sales in Gymboree, Gymboree Outlet and Crazy 8 stores and online are final and free returns

**7. I have a question about Janie and Jack. Who can I contact?**

- Gap Inc. has acquired certain assets of the Janie and Jack business. Please visit [www.janieandjack.com](http://www.janieandjack.com) for information about the business and its customer policies.