

Customer FAQ

What did Payless announce?

After careful deliberation, we have decided to voluntarily file for Chapter 11 protection in the U.S. Bankruptcy Court for the Eastern District of Missouri and commence similar proceedings in Canada pursuant to the Companies' Creditors Arrangement Act (the "CCAA") in the Ontario Superior Court of Justice (Commercial List). As part of the process, we are closing our stores in the U.S., Puerto Rico and Canada, and have wound down our e-commerce site.

Does this mean that Payless is going out of business? Is Payless liquidating?

We're facilitating an orderly wind-down of our stores in the U.S., Puerto Rico and Canada, and our e-commerce site. Our Latin America stores and international franchisee stores remain open and will continue business as usual.

How do the Chapter 11 and CCAA filings impact Payless customers?

All stores across North America will be closed by the end of May. As we wind them down, we will be conducting liquidation sales. We have wound down our e-commerce operations and will continue sell to our merchandise through third-party e-commerce channels, such as Amazon, for the time being.

Are all stores holding liquidation sales?

The liquidation sales are limited to the U.S. stores at this time, and we expect to begin liquidation sales in Canada shortly. Latin America and franchisees' stores are not, and will not be, affected. They will be conducting business as usual.

When will the store closing sales begin, and for how long will they run?

While we can't predict exactly how long the liquidation process will take, we expect the sales to continue for most stores through May.

When is my local Payless store closing?

We anticipate that store closures will begin at the end of March and will conclude by the end May. For now, they remain open as we conduct liquidation sales.

Can I still shop online?

No, we closed our e-commerce shop on Friday, February 15, 2019. Our product is still available on amazon.com for the time being.

Can I still use my Payless Rewards and my Payless coupons? Can I still use my Payless gift card or merchandise credit? If so, until when?

We have sought authorization from both Courts to continue to honor customer gift cards and store credit until March 11, 2019, and to continue to allow returns and exchanges of applicable non-final sale purchases made prior to February 17, 2019, until March 1, 2019. We have discontinued our Rewards programs and have terminated all outstanding merchandise coupons in North America, effective immediately.

Will I receive products I ordered online before February 15th? If not, will I be refunded?

For online purchases, customers are not charged until the product has shipped. In the event we are unable to fulfill your order, you will not be charged.

Are there any changes to exchange/return policies?

Beginning February 17, 2019, all sales are final and we are no longer accepting merchandise returns or exchanges on purchases made on or after that date.

Where can I go for more information and updates?

Please visit www.payless.com/restructure or <http://cases.primeclerk.com/pss> for more information and updates.