



Zappos.com customers enjoy free shipping, free returns, and 24/7 customer service!

SHIPPING, RETURN & EXCHANGE POLICIES

Last Updated: 06/3/2024. These policies complement and incorporate by reference the [Zappos Conditions of Use](#).

FREE SHIPPING

Zappos always provides FREE standard shipping on ALL orders—no minimums or exclusions! Some customers may qualify for expedited shipping at no charge—check out [Zappos VIP](#) for details.

SHIPPING DESTINATIONS & SPEEDS

Zappos ships anywhere in the United States, and to all US territories and military APO/FPO addresses.

Just because shipping is free, doesn't mean it should take a long time. At check out, you will typically see multiple shipping options with estimated delivery dates, so you can pick the option that works best for you. Please note some items are ineligible for expedited shipping—such as watches containing lithium batteries—these items will be marked as such in the product description. Expedited shipping also is not available for shipments outside the continental United States; please allow additional time for your order to arrive to these locations. Orders to P.O. boxes, US territories or military APO/FPO addresses will ship via United States Postal Service (USPS). All delivery dates are subject to order cut-off times or carrier delays.

FREE 365 DAY RETURNS

Return shipping from anywhere in the United States is always FREE. If you are not 100% satisfied with your purchase from Zappos, you can return your eligible item(s) for a full refund within 365 days of purchase. Items indicated as Final Sale merchandise are sold as-is and do not qualify for returns. Items part of a site-wide sale or promotion are eligible for return unless otherwise stated. Returns must be unworn, in the state you received them, and in the original packaging. Some items ship with an

attached security tag. Merchandise returned without the original security tag attached or a damaged tag may not qualify for a refund. Zappos offers a number of easy return options, including shipping box-free and printer-free returns to Whole Foods Market. For more information on returns, please see our [Returns Options](#).

Click [here](#) to start your easy self-service return. If you have received defective, damaged or incorrect merchandise, please [contact us](#).

It can take up to 30 days for your return to be inspected and processed for a refund once it is received at our fulfillment center. In certain circumstances refund time frames may be longer. Once your qualifying return is approved, Zappos will issue your refund. Depending on your payment method, please allow the additional timeframe for your financial institution to make funds available in your account: Debit or credit cards: up to 10 business days; international cards: up to 30 business days; PayPal transactions: up to 30 business days; AfterPay payments: up to 20 business days; and Zappos gift cards: up to 24 hours.

EXCHANGES

You also have the option to exchange an eligible item instead of returning it for a refund. Final Sale merchandise is sold as-is and is not eligible to exchange.

SELF-SERVICE EXCHANGES

You may be able to process a self-service exchange in your Zappos.com account—you will see this option in your account if an item is eligible to exchange via self-service. For self-service exchanges, you may only exchange one (1) item at a time from an order, and there may be up to a one (1) hour waiting period before you can request to exchange another item from that order. Our Customer Loyalty Team is subject to the same waiting period. If eligible, the replacement item will be shipped with next business day shipping free of charge. However, all items shipping to Alaska, Hawaii, P.O. Boxes, military address (APO, FPO), or US territories (e.g., Guam and Puerto Rico) will be sent via USPS and do not qualify for next business day shipping. Please note that for self-service exchanges, the replacement item can only be sent to the same shipping address used for the original order.

CUSTOMER SERVICE EXCHANGES

If a self-service exchange option is not available in your [Zappos.com](#)

account, you can [contact us](#) to initiate your exchange.

EXCHANGE PROCESSING

Our processing of exchanges entails a unique system for transferring funds because we want you to receive your new item as fast as possible. The funds from the original item being returned will be transferred to an e-Gift Card or an Exchange Voucher when the exchange is initiated. Zappos will then apply the e-Gift Card or Exchange Voucher to the cost of the replacement item. You must return the original item in its original condition and original packaging within 14 days of the date of your exchange using the free return label provided to you. You will receive any refund owed to you once we receive the returned original item. If the original item is not received within 14 days, Zappos will charge your original payment method or default payment method (if original method is unavailable) for the cost of the original item (less any refund owed to you if the replacement item costs less).

If you later return the replacement item, a refund for that item (minus any shipping charges from the original order) will be issued to either: (a) an e-Gift Card if an e-Gift Card was applied to the exchange transaction, or (b) the original payment method if an Exchange Voucher was applied to the exchange transaction. The method of exchange by e-Gift Card or Exchange Voucher is determined by the Zappos system and will be disclosed to you at the time that you request the exchange.

As noted above in our return policy, it can take up to 30 days for your return to be inspected and processed for a refund once it is received at our fulfillment center. In certain circumstances refund time frames may be longer. Once your qualifying return is approved, Zappos will issue your refund. Depending on your method of payment, please allow the additional timeframe for your financial institution to make funds available in your account: Debit or credit cards: up to 10 business days; international cards: up to 30 business days; PayPal transactions: up to 30 business days; AfterPay payments: up to 20 business days; and Zappos gift cards: up to 24 hours.

Questions? [Contact us](#) - the Zappos Customer Loyalty Team is available 24 hours a day, 365 days a year!



Get on the List

Subscribe to Zappos emails for exclusive product launches, early notifications for sales, and a few extra-special surprises.

Email

[Join the Party](#)

About Zappos

[About](#)[Zappos ONE](#)[Zappos for Good](#)[Zappos at Work](#)[Get the Zappos Mobile](#)[App](#)[Amazon Prime Benefits](#)[Zappos VIP Benefits](#)[Coupons](#)[Accessibility Statement](#)

Customer Service

[FAQs](#)[Contact Info](#)[¿Ayuda en español?](#)[Shipping And Returns](#)[Policy](#)[About Proposition 65](#)

Resources

[Measurement Guide](#)[Size Conversion Chart](#)[Measure Your Bra Size](#)[Associates Program](#)[Influencer Program](#)[Jobs](#)[Press Kit & Brand](#)[Inquiries](#)[Site Map](#)[Take Survey](#)

Explore Zappos

[Brands](#)[Clothing](#)[The Style Room](#)[Eyewear](#)[New Arrivals](#)[Running](#)[Jackets](#)[Shoes](#)[Watches](#)[Zappos Adaptive](#)[All Departments](#)

© 2009-2024 - Zappos.com LLC or its affiliates

[Terms of Use](#) / [Privacy Policy](#) / [Fur Policy](#) / [Interest-Based Ads](#) /
24/7 Customer Service (800) 927-7671