



# Frequently Asked Questions

## Returns

1. [I want to return my purchase! What do I do?](#)
2. [I would like to return a gift that was sent to me. How do I do that?](#)
3. [Can I exchange my order instead of returning it?](#)
4. [I printed out my label and misplaced it. How can I retrieve it again?](#)
5. [How long does it take for me to get a refund?](#)
6. [Do your pre-paid labels cover international returns?](#)
7. [I am returning an item purchased with a Gift Certificate or Gift Card, how does that work?](#)
8. [I only see the option to return my order through UPS on the website. Am I able to return through USPS instead?](#)
9. [What is Drop-off without shipping box and label?](#)
10. [How do I return orders shipped in multiple boxes?](#)

## Shoes/Brands

1. [How do I know my shoe size?](#)
2. [I want to know if you carry a specific brand/color/size/width?](#)

## Across the Board

1. [Are there Zappos.com gift certificates and/or gift cards?](#)
2. [Do you do back orders?](#)
3. [Do you have a catalog?](#)
4. [Do you have a price matching policy?](#)
5. [Do you match prices if an item goes on sale after my purchase?](#)
6. [Do you offer Live Chat support?](#)
7. [How can I write a review on a product?](#)
8. [How do I unsubscribe from any of your mailing lists?](#)
9. [How do I use my Gift Certificate/Coupon Code?](#)
10. [I tried to check out and the item in my shopping cart disappeared, what happened?](#)
11. [Is the item I want going to go on sale soon?](#)
12. [My email address has changed. How do I update this information to my current account?](#)
13. [The item I want is out of stock. What do I do now?](#)
14. [Do you accept orders through VOIP?](#)
15. [How do I care for XYZ fabric?](#)
16. [What is a Zappos Verified Purchase review?](#)

17. Does Zappos sell single shoes or different sized shoes?
18. Do you ship internationally?

## **Suspicious Activity**

1. I received an email from Zappos.com regarding an order I didn't place. What should I do?
2. How do I identify whether an Email is or is not from Zappos?
3. What should I do if I believe I've received a phishing email or if I responded to what may be a phishing email?

## **Payment Information**

1. Do you accept international credit cards?
2. Do you allow Cashier's Checks or Money Orders?
3. Do you charge sales tax on any item?
4. What forms of payment do you accept?
5. What can cause my order to be delayed?
6. Can I pay with multiple Visa, Mastercard, American Express, or Discover Pre-Paid Gift Cards?

## **Amazon Pay**

1. What is Amazon Pay?
2. How do I open an Amazon Pay account?
3. How do I find my Amazon Pay transactions?
4. What does it cost to use Amazon Pay?

## **Paypal**

1. What is PayPal?
2. How do I place my order using PayPal?
3. What happens after my order has been placed using PayPal?
4. I received an email from PayPal indicating that my order has been submitted but I didn't receive an order confirmation from Zappos, what does this mean?
5. How can I re-place an order that didn't process correctly (e.g., in the scenario above)?
6. Is PayPal available on the Zappos App?
7. Can I use PayPal with Zappos gift cards and promotion codes?
8. Can I exchange my PayPal order?
9. My order placed with PayPal was declined, now what do I do?
10. Can I add items to my order after processing my order through PayPal flow?
11. Can I cancel my PayPal order?
12. Can I use a combination of PayPal information and Zappos information during checkout?

## **Technology**

1. What are cookies? Do I need to enable cookies on my browser?
2. When placing an order I get an error message stating that there has been an authorization failure. What went wrong?

## About

1. [Are there any benefits to having an account with you?](#)
2. [How can I get assistance if I need it?](#)
3. [Is there a way I can learn more about the Zappos Family?](#)
4. [What are your shipping and return policies?](#)
5. [What kind of selection do you have?](#)

## Returns

---

### **Q: I want to return my purchase! What do I do?**

**A:** If you are not 100% satisfied with your purchase from Zappos, you can return your 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, and merchandise returned without the original security tag attached or a damaged tag may not qualify for a refund. For more information on returns, please see the [Zappos Shipping, Return, and Exchange Policies](#).

Zappos offers a number of easy return options, including shipping box-free and printer-free returns to Whole Foods Market and to The UPS Store. Learn about all Return Options [here](#).

Click [here](#) to log in to your Zappos.com account for a self-service return, and then choose the item(s) you wish to return. If you have received defective, damaged or incorrect merchandise, or you need any assistance with processing your return, please [contact us](#).

[Return to Top](#)

---

### **Q: I would like to return a gift that was sent to me. How do I do that?**

**A:** For assistance with returning a gift you received, please call the Zappos Customer Loyalty Team at [1-800-927-7671](tel:1-800-927-7671) for assistance returning the item. Please note that in order to assist you, our team will need the phone number, first and last name, tracking number or shipping address of the person who gifted you the item. Typically, a return will be refunded to the original purchaser's method of payment. However, we would be happy to assist you with a gift return, and issue you a gift card for the return.

[Return to Top](#)

---

### **Q: Can I exchange my order instead of returning it?**

**A:** Yes, you have the option to exchange an eligible item instead of returning it for a refund. 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. If a self-service exchange option is not available in your Zappos.com account, you can [contact us](#) to initiate your exchange. For more terms, please see the Zappos.com [Shipping Returns & Exchange Policy](#).

As a Zappos.com customer you have the option of exchanging an eligible item instead of returning it for a refund. You may be able to process an exchange yourself for certain eligible items in your

Zappos.com account. If an item is eligible, you will see an option in your account to select an item to exchange, and will be provided the instructions and terms that apply to your exchange. You also always have the option to [contact us](#) via phone, chat, or email, and we will gladly assist you with the exchange process. Our Customer Loyalty Team is available 24/7 and more than happy to help!

For more information on our exchange process, please see the [Zappos Shipping and Return Policy](#).

[Return to Top](#)

---

**Q: I printed out my label and misplaced it. How can I retrieve it again?**

**A:** You can find a link to your return label in the return confirmation email you received, or you can retrieve your return label by logging in to your Zappos.com account. Just click [here](#) to log in to your [Zappos.com](#) account. Go to the order that contains the item you are returning, click “Show More” and then you will see an option to “Print Return Label” next to the item you are returning

[Return to Top](#)

---

**Q: How long does it take for me to get a refund?**

**A:** 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.

[Return to Top](#)

---

**Q: Do your pre-paid labels cover international returns?**

**A:** No, our return labels do not cover the price for international returns. To use our return labels, you must send your return from the United States.

[Return to Top](#)

---

**Q: I am returning an item purchased with a Gift Certificate or Gift Card, how does that work?**

**A:** An order made with a Gift Card as payment will be refunded back to an e-Gift Card for your convenience. New Gift Card codes will be emailed to your email address on file.

[Return to Top](#)

---

**Q: I only see the option to return my order through UPS on the website. Am I able to return through USPS instead?**

**A:** For self-service returns on Zappos.com, return by UPS is the only option for most customers. If you would rather receive a USPS return label, simply contact us and we'll be happy to send you one.

[Return to Top](#)

---

**Q: What is Drop-off without shipping box and label?**

**A:** If available in your area, you can bring your item(s) in their original manufacturer's packaging (i.e. shoe boxes or clothing bag) and disassembled from the shipping box if applicable to a Whole Foods Market. They'll scan your return code and then pack, label, and ship your return for FREE. You don't need to put your item(s) in a shipping box or print a label.

If you choose Whole Foods Market as your drop-off location, locate the Amazon Return Counter or Whole Foods Market Customer Service Desk inside the Whole Foods Market store and show the return code on your mobile device to a store associate.

[Return to Top](#)

---

**Q: How do I return orders shipped in multiple boxes?**

**A:** If you are returning an order that arrived in multiple boxes, please process a unique return label for each box you are returning. To ensure you receive the correct refund for each box, please verify the items selected for each return label corresponds to the items placed in each box.

[Return to Top](#)

---

## Shoes/Brands

---

**Q: How do I know my shoe size?**

**A:** If you are unsure of your shoe size, you can measure your shoe size. Because the foot is three-dimensional, any two-dimensional measuring tool, such as a ruler or Brannock device® can only approximate your true shoe size. Please also keep in mind that manufacturers use different lasts to construct their shoes, and sizing may vary accordingly.

[Return to Top](#)

---

**Q: I want to know if you carry a specific brand/color/size/width?**

**A:** Try clicking Brands button located at the top of each page - you will be taken to a page where you can view all brands that we are currently offering. Please check back often since we add new brands on a daily basis! Or if you know what you're looking for - try the search bar as well.

[Return to Top](#)

---

## Across the Board

---

**Q: Are there Zappos.com gift certificates and/or gift cards?**

**A:** Yes! If you're looking for the perfect gift or just doing some last minute shopping, [Gift Cards](#) are the perfect solution for you! Give one today!

[Return to Top](#)

---

**Q: Do you do back orders?**

**A:** No. We do not do back orders. If an item is out of stock the Zappos Customer Loyalty Team will notify you as soon as possible and ask if you would like a replacement item. Out of stock orders will be cancelled unless a replacement item is requested.

[Return to Top](#)

---

**Q: Do you have a catalog?**

**A:** No. Currently, we have a 'virtual' catalog. In order to ensure that our customers have access to the most current styles, prices, sizes, and overall selection, we do not publish a catalog that you may purchase directly from us. Plus, with all the styles that we carry, a catalog would be as big as a phone book! If there is a particular shoe or style of shoe that you are interested in, please feel free to contact us and we will be happy to help you locate it.

[Return to Top](#)

---

**Q: Do you have a price matching policy?**

**A:** Please visit our [Zappos Price Matching](#) page to learn about our price matching policy.

[Return to Top](#)

---

**Q: Do you match prices if an item goes on sale after my purchase?**

**A:** Please visit our [Zappos Price Matching](#) page to learn about our price matching policy.

[Return to Top](#)

---

**Q: Do you offer Live Chat support?**

**A:** Yes we do! To get in contact with one of our live chat specialists, click on the chat link on our

[Contact Us page](#) to open a chat window!

[Return to Top](#)

---

**Q: How can I write a review on a product?**

**A: You can write a product review with just 5 easy steps:**

1. On any product page, scroll down and on the left-hand part of the screen, underneath the 'Customer Feedback section', you will see a button titled 'Write a review of this product'.
2. Once you click on that button you will see an image of the product, a text box, a rating section, and three sections on how the product fits. Please fill in as much information as you'd like. You can also insert your name, where you live, your email address and other brands that you recommend. \*Please note: this section is designed around how a shoe fits. We are working on updating this section to be dynamic based on the product type. If the question does not pertain to your product type, please feel free to just type in your review in the text box and select the star ratings.
3. Then, click on the orange 'Submit your Review' button.
4. Once you've submitted your review, it may take up to 5 business days for it to appear on the site.
5. Please visit our [Review Guidelines](#) and [Terms of Use](#) to review the legal terms and conditions concerning your submission of reviews.

[Return to Top](#)

---

**Q: How do I unsubscribe from any of your mailing lists?**

**A:** There are two quick and easy ways to unsubscribe from our mailing list: Call us at <tel:18009277671> and one of our customer service representatives will take care of your request over the phone.

Text CHAT to <tel:18339277898> to chat with the Zappos Customer Loyalty Team by text.

By texting CHAT, you consent to receive text messages (including automated and marketing messages) from or on behalf of Zappos at your mobile number provided. Consent is not a condition of any purchase. Text STOP to end your chat. Message & data rates may apply.

[Return to Top](#)

---

**Q: How do I use my Gift Certificate/Coupon Code?**

**A:** Using your code is as easy as 1-2-3!

Place all of the items in your shopping cart and proceed to checkout. Under Your Payment Information, find the box labeled "Redeem Gift Cards and Coupons". Enter your code in the box and

click "Apply".

[Return to Top](#)

---

**Q: I tried to check out and the item in my shopping cart disappeared, what happened?**

**A:** We are sorry that you were not able to complete your order. The selection on Zappos.com is live and reflects what is in stock at that moment. Placing an item in your shopping cart does not guarantee your right to purchase that item. Until you have completed the checkout process, another customer may purchase the item even if it is in your cart. If that happens, you will receive a message on the shopping cart page informing you that the item is no longer available and that you should remove it from your cart.

[Return to Top](#)

---

**Q: Is the item I want going to go on sale soon?**

**A:** Unfortunately, Zappos.com does not know if an item will go on sale or be marked down until it actually happens. It is possible for different colors within the same style to have different prices. For instance, if a blue bag is selling better than a yellow one, one might discount the yellow bag to boost sales.

[Return to Top](#)

---

**Q: My email address has changed. How do I update this information to my current account?**

**A:** You are welcome to update your e-mail address by logging in to your account online. The best way to do this is to take the following steps:

- Visit the website and click on "My Account" in the upper right-hand corner of the page.
- Log in to your account by typing your previous e-mail address and password.
- Once logged in, click on "Edit Profile" towards the right-hand side of the page.
- Type your new e-mail address on lines 3 and 4.
- Verify your "Current password" at the bottom.
- Click "Update Now."
- Your e-mail will be updated.

Also, we would be happy to update your e-mail address for you over the phone. For security purposes, we ask that you call the Zappos Customer Loyalty Team at 1-800-927-7671 to confirm your account information. Upon verification, we will be glad to take care of your request immediately. Please let us know if there is anything else we can help you with.



[Return to Top](#)

---

**Q: The item I want is out of stock. What do I do now?**

**A:** Zappos.com is very sorry that the item that you need is out of stock. Underneath the size selection dropdown menu, there is a link that says "Don't see your size?". If you click on that link, you will see a popup that will let you add your email address to our notification list. When your size, color, and style become available you will receive an automated email sent by our system letting you know that your item is available for purchase. The notification list does not hold an item for you, and it does not obligate you to make a purchase so you are welcome to shop around while you wait. Items are available on a 'first come, first served' basis, so please make sure that you place your order quickly.

[Return to Top](#)

---

**Q: Do you accept orders through VOIP?**

**A:** While we are happy to hear from our international customers, we are unable to accept VOIP(voice over internet protocol) calls at this time. We have allowed VOIP calls in the past, however, we found it limited the service we were able to provide. You may call us from any land line or cellular phone at +1 702-943-7677. We apologize for the inconvenience this may cause.

[Return to Top](#)

---

**Q: How do I care for XYZ fabric?**

**A: Acetate:** While most items made of acetate are dry-clean only, some may be hand-washed in lukewarm water. Do not twist the fabric. Iron while the fabric is damp. Press the inside of the garment using a low-temperature setting. Use a pressing cloth when ironing the outside.

**Acrylic knit:** Most acrylic knit garments can be machine-washed. Read the label, and check for the proper drying option. Some knits retain their shapes best if reshaped and dried flat.

**Cashmere:** Check the care label before laundering cashmere. To hand-wash, use a mild detergent or shampoo. Gently squeeze the water through the garment, then rinse until the water runs clear. Do not wring or twist. Squeeze out excess water. To dry, lay flat on a towel, away from sunlight or heat.

**Cotton:** Cotton holds up well to home laundering. Remove the garment from the dryer promptly to reduce wrinkling. Press using spray starch for the crispness of a laundered shirt.

**Cotton blend:** Dry cotton-blend garments using your dryer's permanent-press or low-heat cycle, and remove immediately to reduce wrinkling. Touch up with a steam iron; starch for a professionally laundered look.

**Linen:** Most linen garments need to be dry-cleaned or hand-washed. Follow the instructions on the care label. To touch up or press, use a steam iron on a linen setting for a crisp look.

**Nylon:** Machine-wash nylon garments in warm water. Use a low-temperature setting when tumble-drying, and include a dryer sheet to reduce static electricity. Use a warm iron to press, if necessary.

**Polyester:** Read the label. Usually polyester items can be machine-washed (cool) and dried (low). Check the label to see if air-drying is recommended. Touch up with a cool - never hot - iron, if necessary.

**Rayon:** Make sure to read the care label for rayon clothing. Launder in cool water and a mild detergent. When machine-washing, use the gentle cycle and promptly remove garments after washing. When hand-washing, do not wring or twist the garment. To dry, roll the item in a towel to squeeze out excess water. Lay flat to dry. Iron when still damp and with the garment inside out to prevent the fabric from becoming shiny. Use a pressing cloth when ironing the right side of the garment. Pressing cloths can be purchased, or use something as simple as a piece of white cotton fabric.

**Silk:** Dry cleaning may be required. Some silks are hand- or machine-washable. Do not dry silk in a clothes dryer. Garments usually look best when professionally dry-cleaned.

**Spandex:** Use warm water when hand- or machine-washing items made with spandex. Line-dry or use a low temperature setting when machine-drying to preserve the elasticity of the garment.

**Wool knit:** Typically wool knits need to be dry-cleaned, but check the label. If hand-washable, use cool water and a detergent for fine washables. Squeeze out excess water, then reshape and dry flat.

**Wool (lined):** Lined garments generally look best when professionally dry-cleaned once a season. Between dry cleanings, remove surface soil with a brush or damp cloth. Refresh the item by hanging it from a padded hanger in a steamy bathroom; moisture will help garment shed wrinkles. When touching up with an iron, use steam in an up-and-down motion (rather than sliding the iron along the fabric).

[Return to Top](#)

---

## **Q: What is a Zappos Verified Purchase review?**

**A:** An "Zappos Verified Purchase" review means we've verified that the person writing the review purchased the product at Zappos. Reviews that are not marked "Zappos Verified Purchase" are valuable as well, but we can't confirm that the product was purchased at Zappos.

[Return to Top](#)

---

## **Q: Does Zappos sell single shoes or different sized shoes?**

**A:** Yes! You spoke, we listened, and now you can shop single shoes from a few of your favorite brands! Whether you are buying just one (1) shoe, or two (2) shoes of different sizes or widths to create a pair, we refer to this as buying 'single' shoes. Learn more and shop on our [FAQs page about the Single Shoes & Different Sized Shoes Program here](#).

[Return to Top](#)

---

## **Q: Do you ship internationally?**

**A:** We do not ship to international locations other than U.S. Territories and Military APO/FPO addresses. If you ship items to a Freight Forwarding business, Zappos is only responsible for delivery to that

business. Zappos is not responsible for any claims for damage or missing items after successful delivery to the Freight Forwarding business.

[Return to Top](#)

## Suspicious Activity

---

**Q: I received an email from Zappos.com regarding an order I didn't place. What should I do?**

**A:** If you received correspondence regarding an order you didn't place, it likely wasn't from Zappos.com. Don't share any personal information, click any links in the email, or respond to the email, and delete it immediately.

This type of email is known as a phishing campaign. A phishing campaign is an email scam designed to steal personal information from victims. Cybercriminals use phishing, the fraudulent attempt to obtain sensitive information such as credit card details and login credentials, by disguising themselves as a trustworthy organization or reputable person in an email communication.

If you are a Zappos.com customer, you can go to your Zappos Account and view Your Order History to see if there is an order that matches the details in the correspondence. If you are not a Zappos.com customer, feel free to contact us to verify whether the email is associated with an actual order.

[Return to Top](#)

---

**Q: How do I identify whether an Email is or is not from Zappos?**

**A:** Suspicious or fraudulent emails not from Zappos.com may contain:

- A reference to a payment source that Zappos.com does not accept, such as PayPal. Zappos.com currently only accepts credit cards, debit cards, and Zappos.com Gift Cards for payment.
- A request to update payment information that is not linked to an order you placed on Zappos.com or your Zappos.com account.
- Links, including "Here" links, to websites not affiliated with Zappos.com. You should be able to hover over a link without clicking it to show the website address associated with the link. If the link shows a site other than Zappos.com or a site that is not a legitimate Zappos domain, then it is likely phishing.
- An order confirmation for an item you didn't purchase or an attachment to an order confirmation. If you are a Zappos.com customer, go to your Zappos Account and view Your Order History to see if there is an order that matches the details in the correspondence. If you are not a Zappos.com customer, feel free to contact us to verify whether the email is associated with an actual order.
- Typos, grammatical errors, or unconventional formatting.
- A generic email address with Zappos in the email, for example advert@gmail.com or an email

address from a non-US country or site not associated with Zappos. Zappos will never send communications from personal or generic email accounts. Order-related emails typically come from cs-noreply@zappos.com or another zappos.com email address.

- Forged email addresses to make it look like the email is coming from Zappos.com. Your email program may allow you to hover over or click on an email address to view its original source.

[Return to Top](#)

---

**Q: What should I do if I believe I've received a phishing email or if I responded to what may be a phishing email?**

**A:** If you believe you received a phishing email or responded to what may be a phishing email, Zappos recommends you update your online passwords, including the password to your Zappos.com Account, and report the email to the Federal Trade Commission (FTC). Visit the FTC website here to report the email and find more information on how to identify and prevent phishing attacks.

[Return to Top](#)

---

## **Payment Information**

---

**Q: Do you accept international credit cards?**

**A:** Currently Zappos.com can accept international credit cards but we can only ship to an address within the United States and its territories. Please note that the credit card must be issued and contain a logo from either Visa, Mastercard, Discover, or American Express. On the checkout page, there will be a billing and shipping section. Please do the following:

**For the billing information**

Enter your street address on Address Line 1. Enter your City, County or Province, and Postal Code on Address Line 2. Enter your Country for the city. Enter AA for the state. Enter 11111 for the zip code.

**For the shipping information**

Please enter the correct information in the appropriate field.

Orders placed with the use of an International Credit Card may take up to 72 hours to finalize prior to shipping. We apologize for any inconvenience this may cause.

[Return to Top](#)

---

**Q: Do you allow Cashier's Checks or Money Orders?**

**A:** No. At this time Zappos.com does not accept Cashier's Checks or Money Orders.

[Return to Top](#)

---

**Q: Do you charge sales tax on any item?**

**A:** For information on how sales tax is charged, please see the [Zappos State Sales Tax](#) page.

[Return to Top](#)

---

**Q: What forms of payment do you accept?**

**A:** Zappos.com currently accepts Visa, MasterCard, Discover, and American Express for all orders.

[Return to Top](#)

---

**Q: What can cause my order to be delayed?**

- A:**
- If the billing information you provided does not match what your bank has on file (including address and telephone number), your order may be delayed.
  - We all love sending gifts to others and ourselves as much as we love receiving them. However, if you are shipping to an address other than your billing address, your order may be delayed.

[Return to Top](#)

---

**Q: Can I pay with multiple Visa, Mastercard, American Express, or Discover Pre-Paid Gift Cards?**

**A:** Any pre-paid gift card with a Visa, Mastercard, American Express, or Discover logo / insignia on it will be processed like an actual credit / debit card and only one credit card can be used per order. If a single pre-gift card does not cover the total of your order, we suggest using the balance on the pre-paid gift card to purchase a Zappos Gift Certificate. The Zappos Gift Certificate can then be used along with a credit card or pre-paid gift card to complete the order. If you have multiple pre-paid gift cards, you will need to purchase a separate Zappos Gift Certificate for each. If you need any help with purchasing the Zappos Gift Certificates or placing an order, please give our Customer Loyalty Team a call, and we will be happy to help! Please also note that in order to use the pre-paid gift card on Zappos, it will need to be registered or activated by following the instructions on the pre-paid gift card itself or on the card's packaging. Also, some card may not be eligible for online purchases. Please refer to the company that issued the card for more details.

[Return to Top](#)

---

## Amazon Pay

---

**Q: What is Amazon Pay?**

**A:** Amazon Pay is a service that allows Amazon customers to use the payment information already stored in their Amazon account to pay for goods and services on other sites. You can use Amazon Pay wherever you see it - whether that is clicking the Amazon Pay button when checking out on your

favorite online stores, managing your payment methods in your account on Amazon.com or using Amazon Pay on Alexa. There are no additional sign-ups or sign-ins. Your transactions are safe and secure, and everything can be tracked in your Amazon account.

[Return to Top](#)

---

### **Q: How do I open an Amazon Pay account?**

**A:** If you have an Amazon account, you are ready to start using Amazon Pay wherever you see the Amazon Pay button. No additional registration is necessary, which means you don't need to create a new account or remember old passwords. Amazon Pay simply uses the information and payment methods stored in your Amazon account. That also includes your address book, so you'll always have Grandmom's address handy no matter where you shop.

[Return to Top](#)

---

### **Q: How do I find my Amazon Pay transactions?**

**A:** Go to pay.amazon.com and sign in as a "shopper" using your Amazon username and password. One-time purchases are shown on the "Activity" tab, and subscription agreements are on the "Merchant agreements" tab. You can also view your transactions on Amazon.com. If you are on a desktop, your Amazon Pay transactions can be found under "Amazon Orders" within the Amazon Pay tab or in "Your Account" under "Transactions". If you are in the Amazon app, all transactions are listed together under "Your Orders" or in "Your Account".

[Return to Top](#)

---

### **Q: What does it cost to use Amazon Pay?**

**A:** It costs nothing. Using Amazon Pay does not add fees to your purchases on sites and organizations accepting Amazon Pay. Amazon Pay does not add transaction fees, membership fees, currency conversion fees, foreign transaction fees, or any other fees. Your card issuer, however, may add a foreign transaction fee if your card was issued in a country different from the site on which you are shopping, as well as any other fees described in the terms and conditions for your card.

[Return to Top](#)

---

## **Paypal**

---

### **Q: What is PayPal?**

**A:** PayPal is an online payment system that makes paying for things online and sending and receiving money safe and secure. When you link your bank account, credit card or debit card to your PayPal account, you can use PayPal to make purchases online with participating stores.

[Return to Top](#)

---

**Q: How do I place my order using PayPal?**

**A:** Simply add the items you would like to purchase to your cart, proceed to checkout and choose the PayPal option as your payment method. You will then be directed to PayPal to confirm your shipping and payment details ("PayPal flow"). You must then go back and complete your order by clicking the "place your order" button on Zappos.

[Return to Top](#)

---

**Q: What happens after my order has been placed using PayPal?**

**A:** You will receive an email from PayPal which indicates an "order has been submitted but the money won't leave your account until Zappos processes your order". Once your order has been processed, you will receive a shipping confirmation from Zappos. Your order will not be processed until you click the "place your order" button on Zappos.

[Return to Top](#)

---

**Q: I received an email from PayPal indicating that my order has been submitted but I didn't receive an order confirmation from Zappos, what does this mean?**

**A:** Please check your order history. If the order wasn't actually completed on Zappos there won't be an order in your Zappos account history. You will see a pending order on your PayPal account activity but this pending order will drop off your PayPal account activity after 30 days.

[Return to Top](#)

---

**Q: How can I re-place an order that didn't process correctly (e.g., in the scenario above)?**

**A:** Please follow the instructions in the "How do I place my order using PayPal" FAQ, making sure to complete your order by clicking the "place your order" button on Zappos.

[Return to Top](#)

---

**Q: Is PayPal available on the Zappos App?**

**A:** Unfortunately, PayPal is only available on the Zappos desktop and mobile web. We hope to have this functionality in the future, so stay tuned!

[Return to Top](#)

---



**Q: Can I use PayPal with Zappos gift cards and promotion codes?**

**A:** Yes! You can use PayPal in combination with a Zappos gift card and promo codes (including VIP Points redemption).

[Return to Top](#)

---

**Q: Can I exchange my PayPal order?**

**A:** Unfortunately, exchanges are not available for orders placed with PayPal at this time. To get your replacement item(s), simply place a new order and process a Self-Service Return in My Account for the item(s) you want to send back.

[Return to Top](#)

---

**Q: My order placed with PayPal was declined, now what do I do?**

**A:** You will have to update the payment method on your order to a credit card that is on file in your Zappos account and resubmit your order. Unfortunately, you can't select a new payment method from your PayPal account.

[Return to Top](#)

---

**Q: Can I add items to my order after processing my order through PayPal flow?**

**A:** Unfortunately, you can't add items to your order after you have gone through the PayPal flow. This includes adding new items or increasing the quantity of existing items. You can, however, decrease the quantity of existing items.

[Return to Top](#)

---

**Q: Can I cancel my PayPal order?**

**A:** Yes, Self Service Cancellations are available in My Account.

[Return to Top](#)

---

**Q: Can I use a combination of PayPal information and Zappos information during checkout?**

**A:** The shipping address on your PayPal account must be the same address you are shipping your order to. Unfortunately, you cannot choose an address from your Zappos account that is different from the address in your PayPal account.

[Return to Top](#)



## Technology

---

### **Q: What are cookies? Do I need to enable cookies on my browser?**

**A:** A cookie is a small amount of data that is sent to your browser from a web site and is stored on your computer's hard drive. If your browser's preferences allow it (most browsers are installed with cookies enabled), each web site can send its own cookie to your browser. To protect your privacy, cookies do not store personal information but instead use anonymous unique identifiers. Each web site can only access the cookie they have sent to your hard drive, not the cookies sent by other web sites.

You need to enable cookies on your browser to enjoy all the shopping features on Zappos.com. Cookies need to be enabled on your browser so you can add products to your shopping cart and to access your account information. If you share your computer with others and you do not want them to have access to your account information, be sure to log out before leaving your computer unattended. You can log out by clicking on the Logout link at the top of the page.

For more information about how we use cookies, See Our [Privacy Policy](#).

[Return to Top](#)

---

### **Q: When placing an order I get an error message stating that there has been an authorization failure. What went wrong?**

**A:** Please double check the credit card number and expiration date on your card. Also, please be aware that Zappos.com currently accepts Visa, MasterCard, Discover, and American Express for credit card payment.

[Return to Top](#)

---

## About

---

### **Q: Are there any benefits to having an account with you?**

**A: With your Zappos.com account, you will have access to the following information:**

- Your Account Information
- Your Order History
- Process a Return
- Your Wish List
- Your Email Subscriptions

- [Your Coupons and Gift Cards](#)

[Return to Top](#)

---

**Q: How can I get assistance if I need it?**

**A: Three Quick and Easy Solutions - We're Here to Help You!**

**Call the Zappos Customer Loyalty Team (ZCLT):** ZCLT is here for you 24 hours a day - 365 days a year. <tel:18009277671>

**Text CHAT to:** <tel:18339277898> to chat with the Zappos Customer Loyalty Team by text.

By texting CHAT, you consent to receive text messages (including automated and marketing messages) from or on behalf of Zappos at your mobile number provided. Consent is not a condition of any purchase. Text STOP to end your chat. Message & data rates may apply.

**Connect With Live Help:** Ask your question right now with a member of the Zappos Customer Loyalty Team. Go Ahead - Start a Conversation With Now by visiting our <https://www.zappos.com/c/contact-us>.

[Return to Top](#)

---

**Q: Is there a way I can learn more about the Zappos Family?**

**A:** We Are a Service Company That Happens to Sell \_\_\_: We believe that if we give our customers a great shopping experience, then growth in sales will eventually come on their own. So rather than focusing on maximizing profits, we focus on maximizing the service that we provide. We are committed to your complete satisfaction; it is our top priority. In addition to offering a wide variety of merchandise, we strive to provide you with the best service in the industry. Learn more from the links below:

[Learn more about Zappos](#) [Give us a Shout!](#) [Glossary of Terms](#)

[Return to Top](#)

---

**Q: What are your shipping and return policies?**

**A:** Unlike many other websites that have special rules and lots of fine print, Zappos.com offers free shipping on all orders placed on the website, with no minimum order sizes or special exceptions. We believe that in order to have the best possible online shopping experience, our customers should not have to pay for domestic return shipping either. If, for whatever reason, you're not happy with your purchase just complete our easy [self-service return process](#). Your returns back to the warehouse are absolutely free. With our 365-day return policy, there are no special catches or exceptions. For assistance with your return or exchange, please call the Zappos Customer Loyalty Team at 1-800-927-7671.

[Zappos.com Shipping and Return Policies](#) [Return Instructions](#)

[Return to Top](#)

Q: What kind of selection do you have?

A: With over 3 million items available, Zappos.com offers one of the best selections anywhere -- online or offline. We add new styles to our site on a daily basis so that our selection is always fresh and up to date. Everything In-Stock: If you are able to place an item in your shopping cart, that means that the item is available for immediate shipment. The fulfillment rate is over 99.9% - you can feel confident that if you ordered it, you will receive it.

[Return to Top](#)



## 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