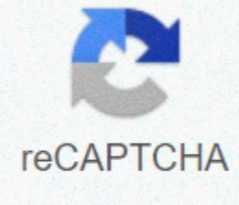




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Famous footwear return policy covid

As retailers adapt to crown-related store closures, reduced staff numbers and a shift to online shopping, they have also been forced to rethink their return policy. For non-important retailers whose brick-and-mortar locations are largely shuttered, shoppers have fewer opportunities to return or exchange unwanted purchases. Recognizing this, many have expanded their return windows beyond the usual 30 days. DSW, for example, offers returns within 90 days of purchase with a receipt, while Foot Locker will accept returns and exchanges up to 30 days after reopening stores for purchases made after February 1, a rule that applies to both online and in-store orders. Macy's offers an additional 60 days from the original return date, so most items are eligible for a refund within 150 days. For Backstage and Last Act check-in, the window is now 90 days. On its website, it warns that returns may take longer due to the limited number of employees in their warehouses and says that purchases made in stores may not be refunded online, so some shoppers will have to wait until local restrictions on staying at home make it easier. Even e-commerce companies give customers more time to return purchases, partly to reduce the burden on their already over-extended warehouse workers. For buyers in the U.S. and Canada, Amazon said it will allow returns until May 31 on most items ordered between March 1 and April 30. For multi-channel retailers, offering in-store returns for online orders has become an increasingly popular and cost-effective strategy in recent years. According to a survey by marketing technology platform Valassis, 71% of consumers prefer to return or exchange their purchases in stores, and 77% can buy other items while doing so. For buyers, this option makes it easier to get a quicker refund or exchange and eliminates the fear of getting lost in the mail; for retailers, represents a large cost savings of return shipping and offers the possibility of another sale. However, even retailers who remained open in some cases banned or suspended returns in the store, citing concerns about the spread of COVID-19. On March 25, Target announced that it would stop accepting in-store returns for three weeks to exercise extreme caution about the health and safety of its store employees and customers. It has since extended this policy to April 26, though it says it will honor expired returns for three weeks after that maintenance period. According to a recent report by Narvar and Forrester, 42% of sellers surveyed said they stopped receiving them in-store and back-to-store services in March, while 2% said they were considering it. (40%) also said they had softened their return policy to adapt to the precarious situation, while 27% said they were considering doing so. June 9, 2020 12:13PM ET Caleres, Caleres. The company behind Famous Footwear, Allen Edmonds and others, saw its net sales nearly halve in the first quarter. In a nutshell: After shuttering its fleet in mid-March due to a corona virus pandemic, Caleres reopened about 60 percent of its store base on June 4, including 555 Famous Footwear... This content is only available to annual and restricted members. You can read up to five free articles each month with a limited subscription. Sign in or sign up. Sign in. Subscribe to WWD Footwear News Robb Report Sportico Variety BUY NOW, WEAR NOW, PAY LATER WITH BUY NOW, WEAR NOW, PAY LATER With retail hours may vary. For details on specific store hours, contact the retailer directly. Get all the best deals first Get offers from your favorite stores before everyone else. Another.

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