

General App Questions

What is the minimum operating system needed to support this app?

Android 5.0 or higher. iOS 11.3 or higher.

Who can use the Foot Locker app?

The Foot Locker app is only open to U.S. residents (signed into the Apple App Store or Google Play store)

Can I use the app without using my data plan?

In order to use the app and all its functionality, an internet connection must be established.

If you do not want to use your data plan, try connecting to a Wi-Fi network instead.

What are the benefits of signing into the app versus continuing as guest?

By signing into the app, you can save your shopping preferences for a faster checkout experience. If you have already created an account on Footlocker.com then you can sign in using that same account information. Signing in is required for an App Reservation submission.

If my question is not answered in this document, where can I get help?

You can contact Customer Service, they can help with any questions you have. Tap the “More” menu option, then tap “Help/Contact” and select from the options to contact Customer Service.

Are there Terms of Use when using the app?

Yes, you can see Foot Locker’s Terms of Use here: <https://www.footlocker.com/help/terms-of-use.html>

What happens to my personal information once signed up in the App?

You can see Foot Locker’s Privacy Statement here: <https://www.footlocker.com/help/privacy-statement.html>

How do I track my order?

Visit <https://www.footlocker.com/order/search> to look up your order status. Enter the email address or customer number used to place the order, or look up the order number that was emailed to you.

VIP Questions

How do I become a VIP?

Becoming a Foot Locker VIP is easy and it's free! Simply enter the My Account section of the Foot Locker app and create an account or upgrade your existing account to a VIP account by selecting "Become a VIP". Your benefits start immediately.

I already signed up for VIP in store. How can I link my account to the app?

Simply enter the My Account section of the app, tap on the button that says "Register my in-store VIP number" and fill in the requested information to complete your online VIP profile.

How long does it take for a recent purchase to be reflected in my VIP account?

Please allow 48 - 72 hours for a recent purchase to be reflected in the My Account section of VIP. If after 72 hours you do not see a purchase show up, please contact Customer Service.

How do I change my VIP account information?

You can contact Customer Service, they can help with any changes you would like to make. Tap the "More" menu option, then tap "Help/Contact" and select from the options to contact Customer Service.

How can I check my VIP status?

To check your VIP status, enter the My Account feature of the app and if prompted, login. Your VIP status will be displayed on this screen. Tap on your VIP status to see more info about your VIP account as well as your scannable VIP card.

How do I become a Platinum VIP?

To become a Platinum VIP and enjoy additional rewards, you need to first be a VIP, and then spend \$300 or more in a given calendar year.

What are the benefits of being a VIP?

Unlock unlimited access to the best Foot Locker has to offer in only a few seconds. Join today and start saving:

- Enjoy \$10 off your next purchase of \$50 or more
- Receive a special birthday offer
- Special perks throughout the year

Get More with Platinum Status. Spend \$300 in a year and you'll instantly be upgraded to a Platinum membership, where you will find new ways to save:

- Enjoy a Platinum status welcome offer
- Every time you spend \$100, \$150, or \$200 in a single purchase, you will receive a \$10, \$15, or \$20 reward card

Why isn't my purchase reflected in my VIP account status?

Please allow 48 - 72 hours for a recent purchase to be reflected in the My Account section of VIP. If after 72 hours you do not see a purchase show up, please contact customer care.

Launch Reservation Questions

How do I reserve a launch shoe?

Once you are in the app, head to the release calendar which displays all upcoming shoe launches and the method by which customers can procure a launch shoe. They will either be first come, first serve, sweepstakes or through app reservation. For launch shoes that use the App Reservation procedure, you must submit an entry. Select the size you would like, as well as up to three stores that you would like to pick the shoes up from. You're all set, we'll notify you if you won the chance to purchase the shoes via push notification.

When can I submit a reservation for a launch shoe?

App submissions open approximately six days before the shoe launches. The date and time that you need to submit your reservation by (submission deadline) is displayed in the Release Calendar.

Can I make a reservation submission after the submission deadline has passed?

No. Once the reservation submission window has closed, you may not create a new submission. The product may be available at other stores using Sweepstakes or First Come, First Served procedures. Or the product may be available online for purchase.

What happens if my app crashes while I'm trying to reserve a launch shoe?

You will be able to go through the process again while the launch shoe is taking reservations.

Will I lose my reservation if I uninstall my app?

No. Your reservation status is tied to your account and will be saved even if you uninstall and reinstall the app. Once you have the app reinstalled, login to the account that you made the reservation with, and your submission will be visible.

How many pair am I allowed to reserve?

Only one pair of launch shoes can be reserved per submission.

Can I reserve more than one pair of launch shoes using multiple accounts?

Only one submission can be entered per account. Multiple accounts used by an individual in an attempt to reserve more than the limited quantity per launch will not be considered.

Can I reserve multiple releases?

Yes. If different releases have the App reservation procedure available, you can go through the App Reservation process for each release.

Can I submit a reservation in more than one store?

Yes. You can submit a reservation in up to three stores. However, if your reservation submission is successful, you can only purchase one pair of launch shoes in the store at which you won. You will not be awarded reservations at multiple stores for the same shoe.

Can I change my name or email address during the reservation process?

No, when you submit the reservation, the name on the account will be used by a store

associate to validate that you are the pick-up person if you are awarded the launch shoes. If The ID presented to the store associate does not match the pickup person on the reservation, you will not be able to purchase the shoes.

Can I change my selected size?

Yes. You can change your selected size up until the submissions are locked.

Can I cancel my reservation submission?

No. Reservations cannot be cancelled. But if you are awarded the launch shoes, you can decline the reservation.

Can I change my selected size if it does not fit when I go to pick it up?

No. You may return the pair if it does not fit, however, you can only exchange for a different size if that size is available. If all pairs in all other sizes have been reserved or already purchased, you cannot get another pair in a different size.

Do I need to be on a specific app version to participate in the launch locator and reservation process?

Yes, you need to have version 3.7.0 or higher installed on your device.

Why should I enable push notifications?

We will use push notifications to alert you of events related to your submission, most importantly, if you won the launch shoes or not.

Why do I need to enable my location services?

We will use your location to locate stores closest to you. This will help when locating and selecting stores for an App Reservation submission.

What happens if I cannot pick up my reservation?

Unfortunately, if you do not pick up your shoes within the specified timeframe, your reservation will be forfeited.

Can I have someone else pick up my reservation?

No. You must present your valid ID and the QR code from the reservation confirmation page at the specified store location to pick up your shoes. The name on your ID must match the name of the pick-up person on your reservation.

When and how do I pay for the shoes?

You will be notified of the pick-up date and time window via the reservation confirmation page within the app. Once you are at the winning store during the pick-up window, present the code on the reservation confirmation page as well as a valid ID to a store associate. The Store associate will retrieve your launch shoes and you can purchase them at the counter. All store locations accept all major credit cards and cash.

Can I pay for the reservation online?

No. You must pay in store upon pick up.

What happens if my phone is lost or stolen?

Under no circumstances will a store allow purchase of a reserved release shoe without a valid Footlocker.com account, email address and photo ID.

What is the return policy?

Returns will be managed by the store where you purchased the shoe. Please direct inquiries about returns to a store associate at that store.

What stores require the app to make a reservation?

The App Reservation procedure is available in select stores throughout the United States. To check which Stores are participating in the app procedure, head to the Release Calendar in the app which displays all upcoming shoe launches and the method by which you can procure a launch shoe. They will either be through App Reservation, Sweepstakes or First Come, First Served.