YEEZY GAP FAQ

HOW DO I TRACK MY ORDER?
TO CHECK YOUR ORDER STATUS, VISIT HERE TO TRACK YOUR ORDER. YOU CAN EITHER SIGN INTO YOUR ACCOUNT TO SEE YOUR RECENT ORDER HISTORY, OR YOU CAN LOOK UP A SINGLE ORDER BY ENTERING THE ORDER NUMBER AND YOUR EMAIL ADDRESS.

ARE YEEZY GAP PRODUCTS AVAILABLE GLOBALLY?
YEEZY GAP PRODUCTS ARE AVAILABLE FOR PURCHASE GLOBALLY IN APPROXIMATELY 200 COUNTRIES ON YEEZYGAP.COM EXCLUDING: AMERICAN SAMOA, MICRONESIA, GUAM, NORTHERN MARIANA ISLANDS, PALAU, US VIRGIN ISLANDS, AFGHANISTAN, BAHRAIN, BELARUS, BURMA, BURUNDI, CUBA, CRIMEA, CYPRUS, DEMOCRATIC REPUBLIC OF THE CONGO, ERITREA, FRENCH SOUTHERN TERRITORIES, KUWAIT, IRAN, IRAQ, LIBERIA, LIBYA, OMAN, NORTH KOREA, SOMALIA, SOUTH SUDAN, SYRIA, QATAR, RUSSIA, TAJIKISTAN, TURKEY, VENEZUELA, YEMEN, UNITED ARAB EMIRATES AND ZIMBABWE.

HOW WILL I KNOW MY ORDER WENT THROUGH?
AN ORDER CONFIRMATION EMAIL WILL BE SENT TO YOU UPON SUCCESSFUL CHECKOUT WITHIN TWO HOURS OF YOUR ORDER GOING THROUGH. IF YOU DO NOT RECEIVE AN ORDER CONFIRMATION, YOUR ORDER DID NOT GO THROUGH.

WHAT IS THE RETURN POLICY?
YEEZY GAP RETURNS ARE ACCEPTED THROUGH MAIL-ORDER ONLY. RETURNS WILL BE ACCEPTED WITHIN 45 DAYS OF SHIPMENT IN THE US. RETURNS WILL BE ACCEPTED WITHIN 30 DAYS OF SHIPMENT INTERNATIONALLY. ITEMS MUST BE RETURNED UNWORN, UNWASHED, UNDAMAGED, UNUSED, AND WITH ALL ORIGINAL PACKAGING.

CAN I RETURN TO GAP STORE?
YEEZY GAP RETURNS ARE ACCEPTED THROUGH MAIL-ORDER ONLY.

WHEN WILL I SEE THE REFUND TO MY CREDIT CARD FOR A RETURN?
ONCE YOUR RETURN IS PROCESSED AND YOUR REFUND IS ISSUED, YOU WILL RECEIVE A REFUND CONFIRMATION EMAIL. REFUNDS MAY TAKE UP TO 10 BUSINESS DAYS TO REFLECT ON YOUR CREDIT CARD ACCOUNT. THIS VARIES DEPENDING ON YOUR FINANCIAL INSTITUTION.
HOW DO I REQUEST A RETURN?
FOR US RETURN INSTRUCTIONS, PLEASE VISIT HERE
FOR INTL RETURN INSTRUCTIONS, PLEASE VISIT HERE

CAN I EXCHANGE FOR A DIFFERENT SIZE?
AT THE MOMENT, WE ARE UNABLE TO EXCHANGE FOR A DIFFERENT SIZE. YOU WILL HAVE TO CANCEL YOUR CURRENT ORDER AND PLACE AN ORDER FOR A NEW SIZE.

CAN I CANCEL MY ORDER?
CHAT WITH US IMMEDIATELY AFTER PLACING YOUR ORDER, AND WE’LL DO EVERYTHING WE CAN TO ACCOMMODATE YOUR REQUEST. IF WE’RE NOT ABLE TO CANCEL YOUR ORDER, YOU CAN EASILY RETURN YOUR UNWANTED ITEMS (NO PRINTER REQUIRED).

WHY WAS MY ORDERED CANCELED?
IT’S LIKELY THERE WAS AN ISSUE WITH PAYMENT OR INVENTORY. IF THIS HAPPENS, YOU WILL RECEIVE AN EMAIL NOTIFICATION AND WILL NOT BE CHARGED FOR CANCELED ITEMS.

WHO IS GLOBAL-E?
GLOBAL-E IS OUR INTERNATIONAL PARTNER WHO HANDLES SHIPPING OF OUR INTERNATIONAL ORDERS.
INTERNATIONAL RETURNS WILL BE HANDLED THROUGH GLOBAL-E. FOR GLOBAL-E QUESTIONS EMAIL SERVICE@GLOBAL-E.COM OR VISIT HERE
US DOMESTIC ORDERS ARE HANDLED BY GAP CUSTOMER SERVICE, 1-800-427-7895 OR CHAT WITH AN AGENT VIA GAP.COM

WILL MY SHIPPING BOX HAVE YZY OR GAP ON IT?
YOUR ORDER WILL ARRIVE IN AN UNBRANDED BOX.

WHY ARE SOME HOODIE COLORS DIFFERENT THAN OTHERS?
EACH HOODIE IS INDIVIDUALLY GARMENT-DYED AND WASHED FOR SOFTNESS. COLORS MAY VARY