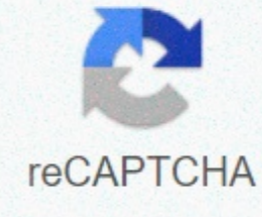




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Do you need a receipt to return to zumiez

BBB remains operational and focused on serving our business community. 02/22/2021 placed ORDER # ***** for instore pickup. After a few hours I had to call the store for an update because of course they never even started packaging the order. Once I arrive I'm told that they "had tried to contact me" which IS NOT TRUE, over an out of stock item, which is not a big deal but I do not appreciate being lied to. Then I'm told that because 1 item is out of stock I can't take the items available and would have to basically re-purchase them or wait until the "system reordered it for me". The cashier was new and I can tell he was trying his best, so I stepped outside for a few moments to try to sort it out but Zumiez already had a pending charge on my account. I went back in store and asked them to fully cancel my son's Valentine's Day order. The manager came over to cancel the order with an attitude and walked away. I never once displayed any type of hostility to warrant that kind of reaction from her. So as I leave I'm told all is good and I should see the pendt...Expand Complaint Details 02/01/2021Order number: ***** I bought four watches, but I only received two watches.After contacting you, you gave me a refund for one watch.As for the other watch, you said that my address is the freight forwarder's address, and then you don't deal with it.You are shirking responsibility!You should not be based on my address,but be based on whether you send less or not.Why sent less?because of the freight forwarder address?Your behavior is deceiving consumers.12/10/2020Zumiez have charged me 277.13 because i tried to buy it once but it gave me an error. So no order was ever placed, but i tried several times with different bank accounts. I have evidence so if Zumiez want to contact me i dont have any problem sending it.08/06/2020Zumiez charged my debit card even though no order was placed. They state on their website, "Your account is not charged for your purchase until we ship your order." They are saying the charge is pending although it isn't. They also state, my money will be held for 3-5 business days and that after that it should be back in my account, if not to contact them again about the issue. The company stated I kept trying to place the order, and I did not. They have a malfunctioning website. After reading reviews, I have determined they do this kind of business often. They need to be stopped!! I want my money back now. If they can put a charge on my card and claim no order processed, then they should be able to deposit the money back into my account. Their website shows false advertisement stating, "Your account is not charged for your purchase until we ship your order."06/25/2020I had made an Order at Zumiez yesterday the 24th of June 2020 that was suppose to be curbside pickup. I had ordered two bracelets but one of them was given a different pick up location. The Rastaclat 2020 Pride bracelet I had chosen to get picked up at ***** Mall as my pickup location was different from when I checked my status of my order. But when I went on my email to check the status of my order it had shown that my pick up location was at a different location not in Memphis TN, instead some place in Vancouver WA. Now I tried to contact them as soon as possible to get the location changed but no response.06/23/2020I will Never shop with zumiez again!!!! I had 14 items in my cart worth \$572.00 , the order did not go through AT ALL. and zumiez charged my card \$572.00. This isNOT ACCEPTABLE AND I NEED NY MONEY BACK NOW. THIS IS CRAZY WHY CHARGE ME WHEN THE ORDER DID NOT GO THROUGH.06/06/2020I attempted to place a order with zumiez on their website, however when I tried to place the order there was a error and it said to tryna again, so I did multiple times with no luck. When I checked my bank, Zumiez had charged me multiple times for the order that was never placed. When contacting the bank, I was unable to get a refund despite no order being placed and the multiple charges.05/25/2020I received my order in the middle of April and sent it back, I didn't expect to get an immediate refund because of covid but it's been over a month since I returned my item and I have emailed at least 2 times and I haven't heard anything. I understand the covid but it's hard to be patient about it when my local Zumiez is open and I don't know what's going on with my refund.05/18/2020I placed an order (***** for a skateboard and received the board in 2 shipments and the second shipment never made it to me. instead I received order (***** and in that order it only had 1 item of a \$7 value. I am waiting on my deck and my grip tape. I have sent 5 emails requesting for this to be resolved and I always get a canned response, I have called the number on the web site and have not even been able to leave a message. I was on hold for over an hour before I gave up. I have sent a letter 2 weeks ago and STILL have not gotten any response. at this time I am out about \$60 but its hard to know because I ordered a complete skateboard and it came in parts and in 2 shipments.04/23/2020I was charged a full amount of \$648.91 from my bank account, However they are claiming I did not make an order and I myself have no confirmation of this order. On the site it says my order was never made and now two items that I supposedly paid for are out of stock. So, that means a full amount of items that are now out of stock (and that I am never getting because my order apparently didn't go through) also got charged to my account. I am disabled and that was most of my allowance for the monthBBB Business Profiles may not be reproduced for sales or promotional purposes.BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB asks third parties who publish complaints, reviews and/or responses on this website to affirm that the information provided is accurate. However, BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles.When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.BBB Business Profiles generally cover a three-year reporting period. BBB Business Profiles are subject to change at any time. If you choose to do business with this business, please let the business know that you contacted BBB for a BBB Business Profile.As a matter of policy, BBB does not endorse any product, service or business. can you return something at zumiez without a receipt. what is the return policy for zumiez

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