

General App Questions

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

Android 5.0 or higher. iOS 11.0 or higher.

Who can use the Eastbay app?

The Eastbay 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 Eastbay.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 Eastbay’s Terms of Use here: <https://www.Eastbay.com/help/terms-of-use.html>

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

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

How do I track my order?

Visit <https://www.Eastbay.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.

