

# 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 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.ca 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.ca/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.ca/help/privacy-statement.html>

## How do I track my order?

Visit <https://www.footlocker.ca/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.