

Bed Bath & Beyond Inc.



Please refer to the following FAQs for information about Bed Bath & Beyond Inc.'s customer programs and policies during its chapter 11 process.

Can I still shop in stores?

Bed Bath & Beyond and buybuy BABY stores are open and serving customers as we begin our wind down process.

When will store closing sales start?

Store closing sales will start on Wednesday, April 26, 2023. We encourage you to come shop for your favorite products while merchandise selection is best.

Can I still shop online?

Yes, customers can continue to shop online at this time.

Can I still use the Bed Bath & Beyond/buybuy BABY app?

Yes, customers can continue using the Bed Bath & Beyond/buybuy BABY app at this time.

I placed an online order but haven't received it yet. Will it still be delivered?

We expect all in-stock orders will be fulfilled.

When will sales be final? Can I still make returns?

We expect to accept returns and exchanges for items purchased prior to April 26, 2023, in accordance with our usual policies until May 24, 2023. Store closing sales will start on April 26, 2023. All purchases during our store closing sales will be final.

Can I still earn and redeem my Welcome Rewards?

We expect customers can redeem Welcome Rewards until May 15, 2023. We are no longer awarding Welcome Rewards on purchases. However, we encourage you to shop your favorite products at deep discounts during our store closing sales, starting April 26, 2023.

Can I still use merchandise credits?

We expect customers can redeem merchandise credits until May 15, 2023.

Can I still use gift cards?

We expect customers can use gift cards through May 8, 2023.

Can I still use coupons?

We anticipate that we will stop accepting coupons on April 26, 2023, when we will start our store closing sales, where customers will be able to shop for your favorite products at deep discounts.

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Can I still use my Welcome Rewards+ store credit card?

We expect you can continue to use your Welcome Rewards+ store credit card at this time.

Since you're closing stores, can I cancel my membership for a refund?

While your membership is not eligible for a refund, you can continue to enjoy your membership benefits before our store closing sales begin on April 26, 2023.

I'm registered with Bed Bath & Beyond / buybuy BABY. Is my registry still active? Will I receive all items from my registry?

Your registry data is safe and you can still view your registry at this time. We expect to partner with an alternative platform where you will be able to transfer your data and complete your registry. We will provide details in the coming days.

Who can I contact for more information?

Additional information, including answers to Frequently Asked Questions, is available at <https://restructuring.ra.kroll.com/bbby>. Stakeholders with questions can email BBBYInfo@ra.kroll.com or call at (833) 570-5355 or (646) 440-4806 if calling from outside the U.S. or Canada.