



FREQUENTLY ASKED QUESTIONS FOR CUSTOMERS

1. What did Century 21 announce?

On September 10, 2020, Century 21 filed for Chapter 11 and announced plans to commence a wind down of our retail operations, including the eventual closure of our 13 stores across New York, New Jersey, Pennsylvania, and Florida, after serving customers for nearly 60 years. This announcement comes after thoroughly exploring all alternatives.

While Century 21 stores and [c21stores.com](https://www.c21stores.com) are currently open to serve customers, we have commenced going out of business sales at all of our locations and online.

2. Why is Century 21 shutting down its business?

The difficult decision to wind down our business was precipitated by the failure of our insurers to pay significant amounts due to Century 21 under policies put in place to protect against losses stemming from business interruption such as that we experienced recently as a direct result of the COVID-19 pandemic. Without receipt of the insurance proceeds, there was no viable alternative but to begin the shutdown.

3. Can I still shop at Century 21 in-store and online?

All of our stores remain open, and closing dates will vary by store. Our store locator page ([c21stores.com/stores](https://www.c21stores.com/stores)) will be updated periodically. In the meantime, we encourage you to come in to shop as soon as possible and take advantage of unprecedented discounts. Customers can also continue to shop online at [c21stores.com](https://www.c21stores.com) for a limited time.

4. Will there be going out of business sales? If so, when will they start? When will they end?

Yes, we are commencing going out of business sales at all of our locations now. We encourage you to come in as soon as possible to take advantage of unprecedented discounts.

5. Are all sales now final? If so, starting when?

Yes, all sales are FINAL on merchandise purchased during our going out of business sales beginning on September 10, 2020.

6. What form of payment do you accept during the going out of business sales?

We will accept cash, the C21STATUS Credit Card, and other nationally recognized credit and debit cards. We will also accept Century 21 gift cards through October 10, 2020; they will be deemed to have no value after such date. We will not issue cash refunds for any of the above.

7. Will Century 21 continue to honor gift cards? Sell gift cards?

Century 21 gift cards can be used as a form of tender in stores and online through October 10, 2020; they will be deemed to have no value after such date. We will not issue cash refunds for gift cards. Gift cards are no longer available for purchase.

8. What will happen to my C21STATUS Loyalty Rewards? Will they be honored?

We have discontinued the C21STATUS program and are no longer honoring reward points or any other benefits accrued under that program.

9. Can I still use my C21STATUS Credit Card? Will I continue to receive perks for using it?

You can still use your C21STATUS Credit Card. From September 10, 2020 on, however, you will no longer receive perks and benefits from paying with your C21STATUS Credit Card.

10. Will Century 21 continue to accept coupons/promotions? Issue them?

We will no longer be honoring or issuing coupons and sale promotions in light of discounts that will apply to the going out of business sales.

11. Will items that I ordered, or will order, online still be shipped to me?

Orders placed on c21stores.com will be fulfilled and shipped.

12. I have a customer issue that has not yet been resolved. What happens with that now?

Our customer service representatives will continue to do their best to resolve any issues for you. You can reach a member of our customer service team at (877) 350-2121 or via email at guestservice@c21stores.com.