



Customer FAQ

I heard that Sur La Table is closing stores. Is the company going out of business?

Sur La Table has made the difficult decision to close over 50 of our stores as a result of the financial impact of the COVID-19 crisis, but we are not going out of business. We intend to create happiness for our customers through cooking and sharing good food for many years to come.

Doesn't filing for Bankruptcy mean you are going out of business?

We have filed for Chapter 11 bankruptcy protection to reduce the company's expenses and recover from the financial impact of the COVID-19 crisis. We expect and are working towards a bright future for Sur La Table.

How will the Chapter 11 filing affect day-to-day operations?

It will not affect our day-to-day operations. We are committed to providing the same great experience for our customers online and in our stores—with important [measures in place](#) to create a safe and healthy space and to help prevent the spread of COVID-19.

Are all Sur La Table stores closing?

No. The majority of our stores will remain open.

How can I find out if my local Sur La Table store is closing?

To find out if your local Sur La Table store is closing and having a liquidation sale, visit our [Find a Store](#) page, look up the store closest to you, and click the “store info” link to see the status of that location.

How long will liquidation sales last?

It will vary by store, but liquidation sales are expected to last 8-12 weeks.

Will you offer cooking classes during liquidation sales?

We will not offer cooking classes in stores that are closing, but we will continue to offer them in [select locations](#) and online. Check out our newest online cooking classes [here](#).

Will you accept returns and exchanges during liquidation sales?

All purchases made at stores that are closing during their liquidation sales are final. For purchases made before the liquidation sale, our policy is as follows:

*If you aren't completely satisfied with a purchase made **February 1, 2020 through July 6, 2020**, simply **return it by August 7, 2020**. We'll issue a full refund in the form of the original payment so long as you provide proof of purchase (a receipt, gift receipt or gift registry showing the purchased item). Returns*



accompanied by a gift receipt will be refunded in the form of a Sur La Table Gift Card. Returns without a receipt will not be accepted.

Will you continue to accept gift cards?

Yes. We will accept gift cards at any time online or in stores that are remaining open. In stores that are closing, we will accept gift cards through August 7, 2020.

Will stores that are closing accept coupons or SLT PERKS earnings?

Unfortunately, stores that are closing cannot accept coupons, including SLT PERKS earnings. Customers may use PERKS earnings online at surlatable.com or in stores that are not closing. Learn more about our SLT PERKS program [here](#).

I previously signed up for a cooking class that was cancelled. How do I request a refund?

[Contact us](#) online, call our Customer Service team at [800-243-0852](tel:800-243-0852), or request a refund when visiting your local store.

I am a vendor or member of the media. How can I obtain more information about store closures and the Chapter 11 filing?

For more information, please visit www.omniagentsolutions.com/SLT, call [866-680-8089](tel:866-680-8089) (US & Canada toll free) / [818-646-2901](tel:818-646-2901) (International), or email: SLTInquiries@omniagnt.com.

For media inquiries, please contact Phil Denning of ICR, our corporate communications agency of record, at Phil.Denning@icrinc.com.

What if I am a customer who has a question not covered here?

Let us know! [Contact us](#) online or call our Customer Service team at [800-243-0852](tel:800-243-0852). We kindly ask that vendor and media inquiries use the separate contact info listed above so that our customers can reach us in a timely manner.

What is happening with your employees in stores that are closing?

This is the most difficult part of closing stores. Our employees work hard every day to make Sur La Table a special destination for people who love to cook and share good food. We recognize that closing stores will have a major impact on their lives. Our hope is that many of them will continue to work for us in other stores if possible or return to Sur La Table in the future.