



BUSINESS PROFILE

[Share](#)

Online Retailer

Kicks Crew Store

This business is **NOT BBB Accredited**. Find BBB Accredited Businesses in [Online Retailer](#).

[ABOUT](#) [REVIEWS](#) [COMPLAINTS](#)

Complaints

Customer Complaints Summary

87 total complaints in the last 3 years.

22 complaints closed in the last 12 months.

If you've experienced an issue

[Submit a Complaint](#)

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 08/12/2025

Type: Service or Repair Issues

Status: [Unanswered](#)

I ordered a pair of shoes on June 25th from kicks crew. When I checked out I got a notification the package would arrive July 11th. On July 8th I received an email saying the package had shipped from *****. Nothing when I checked out indicated it was an international shipment. Fast forward to July 16th my order makes it to LA and then ships

back to ***** . When I contact the company they say it is an international order and they take longer. Wait a couple of days ask again, they are waiting for the package to be returned to them so they can re ship it. I asked for a new shipment or a refund and was given an automated response. On August 1st after I reached out again they gave me a new shipping number, which the package has still not shipped. I have asked multiple times for a cancelation as that is not an option on the website and I get an email saying they are looking into the issue and no actual response.

Initial Complaint

Date: 07/11/2025

Type:  Order Issues

Status:  [Unanswered](#)

I need help. I ordered a pair of shoes and they were shipped from ***** (***** , *****). They were held by customs pending a physical inspection (I provided *** all of the information they needed) and after the inspection they were sent back to the shipper. The return tracking information (*****) clearly shows that they were delivered back to the warehouse yesterday. The customer service agent I am talking to is trying to tell me that I received the package, which is wild. I am so frustrated and this has already taken SO much of my time. Can you please issue me a refund today? I never received the item.

Initial Complaint

Date: 07/07/2025

Type:  Product Issues

Status:  [Unanswered](#)

May 26, 2025 18:30hrs order: KS1847417 total transaction amount \$254.50 on May 26, 2025 at 18:30 i order a pair of shoes from Kickcrew, the item arrived on June 6, 2025 at 15:52 the **** left the package at my mailbox saying that someone other than myself had signed for it. however, i retrieved the package. when i retrieved the packaged item i noticed that the item had arrived noticeably tampered with and had arrived opened in undesirable fashion. it was going into that weekend and the post office was closed. the following Tuesday June 10, 2025 at 11:32 am i immediately took the shoes back to the ***** aka **** who had delivered the package to me in ***** , ***** , and i mailed the package item back to Kickscrew after trying to contact them on there website by way of email, letting them know that i was not pleased about the package and the condition that it had came in and i notified the company that the package had been opened and ***** with., and they had not responded and so i took my own finances and paid out of pocket \$18.25 and did my best to to acquire Kickscrew mailing address and i proceeded to mail the item back. afterwards i mailed the item back the company finally contacted me and i explained to them i sent the package back to them and they responded that they are no longer at that address here is the tracking number i used to send the item back. ***** the item did not arrive or was not as i thought it should be and appeared to be fake. Kickscrew told me to retrieve the item and they would give me the proper address to mail it to after i requested a return label and a proper refund. i have since then retrieved the item and notified Kickscrew and they have

not been helpful and returning the item. any assistance that will help in returning the item and getting a full refund would be greatly appreciated. thank you kindly and sincerely.

Initial Complaint

Date: 07/03/2025

Type:  Delivery Issues

Status:  [Unanswered](#)

I placed an order on April 7th 2025 I was told the shoes were delivered April 15th and I never received them. So I waited a few days thinking it could have been a delivery issue because I stay in a secured building and it has happened before. A few days went by I went and asked my property manager if a package had been delivered I was told no. So April 22nd I contacted Kicks Crew and *** and I haven't heard anything from either party. I received the same automated message from Kicks Crew which is the value of my time and they are working on the issue and it has been months now and no refund or replacement.

Initial Complaint

Date: 06/03/2025

Type:  Delivery Issues

Status:  [Unanswered](#)

I placed an order with Cakes Crew and I wasn't getting a ***, so I requested to cancel. They reached back to me with two options to cancel and take 25%. I don't think that's fair for them to take 25% they are the shoes from *****, and double charge online. They don't stock the shoes. They just order from China and double charge. I've replied several times to cancel the order and they're not doing it.

Initial Complaint

Date: 05/16/2025

Type:  Product Issues

Status:  [Unanswered](#)

I please ask for your involvement, help and advice on a recent US purchase from the **. On behalf of my 14 year old daughter we purchased a pair of trainers (from her lifetime savings) from Kicks Crew on the 27/04/2025 for ***** (which included ***** for delivery costs). The day before I was contacted by ***** saying a duty fee of ***** was due to be paid by us. This was not made clear to us at the time of purchase and we were not even aware this was a US based company. We did not accept delivery of the shoes by ***** and asked them to return the shoes. Instead, she purchased them in the ** for the same amount - *****. After several emails with screenshot evidence Kicks Crew said they could not find the order but increasingly scary emails that we would essentially not get any money back for them; this is the most recent email we received: "If the fees are not paid by the deadline and the shipment is returned to us, please be aware that we will need to deduct any

incurred fees (restocking fee, original processing & shipping fee, refusal shipment charge, and duty tax) from the refund amount. The amount will be refunded in accordance with our Return Policy. We strongly advise settling the customs charges to ensure the delivery of your package."I am really unsure of what to do. I have made many online purchases including from abroad and have returned items which incurred a small handling fee. In the small print on their website it says that in the case of returns, they will only be accepted within 7 days of the delivery date (which runs out tomorrow) and that the buyer will be entitled to a partial refund after deducting a restocking fee (15% of the total transaction payment) and all shipping fees (****). So this should be 35 + 41 =****. This still seems a lot to me but now they have added an additional processing fee, refusal shipping charge and duty tax' which is NOT STATED in their T&C's. Please please help?

Initial Complaint

Date: 04/30/2025

Type:  Service or Repair Issues

Status:  [Unanswered](#)

I placed a order for a pair of Sneaker I paid for ***** was supposed to deliver my package when ***** delivered my package it was thrown in the garbage I been back and forth with ***** and kickscrew to get my money back for this order since I never received it on March 6th 2025 nobody want to take responsibility for this and give me back my money

Initial Complaint

Date: 04/21/2025

Type:  Sales and Advertising Issues

Status:  [Unanswered](#)

I ordered some **** spikes for my daughter, which took almost 3 weeks to get in. The size was a little small & she is growing, so i sent them back for a larger size, knowing i would have to pay for shipping. I get an email that to get the new size, i would have to pay \$55 more, which would be almost \$200 for an \$100 pair of shoes. I declined and asked for my money back considering I have already sent the shoes back in & didnt want to pay the additional \$55. I get an email back saying i only will be getting back \$70 from a \$147 charge with no shoes to show for it. This whole ordeal has lasted over a month due to the excess amount of time they take to respond. I would just like my money back so i can get my daughter the shoes she needs for track. I have NEVER had an experience like this from any ***** am beyond blown away at how they are robbing people.

Initial Complaint

Date: 03/20/2025

Type:  Product Issues

Status:  [Unanswered](#)

Horrible business practice. Have you ever exchanged an item online and had to pay double for the exact same item in a different size for an exchange?! That's what they did to me and never mentioned any price difference till after they accepted and received the new shoes back from me. They then sent me a pay pal request for double what I paid to move forward with an exchange. Honestly never seen anything like it and would avoid this site at all costs. They are unethical and do not follow standard business practices. Now they want me to pay shipping both ways plus a 15% restock fee to get a refund. Dishonest, shady.

Initial Complaint

Date: 03/03/2025

Type:  Delivery Issues

Status:  [Unanswered](#)

Orderd the shoes feb 4th 2025... still havent received the shoes at all i wasnt home to sign off the package for the shoes so it went backk. ITS MARCH 1ST 2025 YETTTTTT I STILL DONT HAVE MY REFUNDDDD AND I AM WILLING TO TAKE LEGAL ACTION

1

2

...

9

Next 



Kicks Crew Store is NOT a BBB Accredited Business.

To become accredited, a business must agree to [BBB Standards for Trust](#) and pass BBB's vetting process.

 [Why choose a BBB Accredited Business?](#)

BBB Business Profiles may not be reproduced for sales or promotional purposes.

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB asks third parties who publish complaints, reviews and/or responses on this website to affirm that the information provided is accurate. However, BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles.

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB Business Profiles generally cover a three-year reporting period, except for customer reviews. Customer reviews posted prior to July 5, 2024, will no longer be published when they reach three years from their submission date. Customer reviews posted on/after July 5, 2024, will be published indefinitely unless otherwise voluntarily retracted by the user who submitted the content, or BBB no longer believes the review is authentic. BBB Business Profiles are subject to change at any time. If you choose to do business with this company, please let them know that you checked their record with BBB.

As a matter of policy, BBB does not endorse any product, service or business. Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation. BBB charges a fee for BBB Accreditation. This fee supports BBB's efforts to fulfill its mission of advancing marketplace trust.

© 2025, International Association of Better Business Bureaus, Inc., separately incorporated Better Business Bureau organizations in the US and Canada, and BBB Institute for Marketplace Trust, Inc. All rights reserved. *In Canada, trademark(s) of the International Association of Better Business Bureaus, used under License.