

Returns & Exchanges Policies

Returns are NOT accepted in council shops for online orders. All online orders will go through Girl Scouts Merchandise and must be returned via the process outlined by GSUSA on their website [here](#).

- For merchandise to be available for return and/or exchange the merchandise must be in resalable condition with the tag attached to the merchandise.
 - All returns and exchanges must be accompanied by a sales receipt.
 - All returns and exchanges must be within **30 days** of the date on the receipt.
 - Discontinued and discounted merchandise is **NOT** available for return or exchange. *Girl Guides* to *Girl Scouting*, all Journey books and activity sets are non-refundable.
 - Refunds of \$24 or less will be issued from the cash register or GSLE gift card.
 - Cash refunds of \$25 or greater will be submitted to the council's Finance department who will issue a refund check to the customer. Checks are printed on the 1st and 15th of each month.
 - Refunds of \$25 or greater via credit/debit card purchases must be credited back against the original credit/debit card. GSLE gift cards can also be issued for store credit.
 - Purchases paid by Cookie Dough, Nutty Bucks, GSLE Gift Cards, Store Credit or Juliette Program Credits are **not returnable**. These purchases are available for exchange only.
 - Once patches, badges, etc. have been placed upon uniform pieces, those items are not available for return or exchange.
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Phone/Email Orders

1. We require 24 hour notice for all orders phoned or e-mailed in that require in store pick up. Please plan accordingly.
 2. If we need to special order your item, or it is out of stock, we will contact you to inform you of any extended wait time.
 3. In the event that we can't get the item you need or it has been discontinued, we will issue a refund and/or not charge you for the item.
 4. Please make note: During our busy season (August through October, and March through May, there may be a delay in the processing of orders)!
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Girl Scout Merchandise Orders (catalog items ordered in council shops)

1. All Girl Scout Merchandise Orders are placed on the 15th and 30th of the month. Please plan accordingly.

2. If you need something before this time, please ask! We will be more than happy to contact one of our other store locations to find the item needed.
 3. If you have a large event coming up, please plan accordingly and take into consideration what patches, certificates, or other items you may need. This helps us keep inventory in stock and ensures that we will have what you need!
 4. It takes 7-10 business days to receive an order from our GSM distributor.
 5. You should receive a call by the 12th business day that your order is ready to be picked up.
 6. GSM orders need to be pre-paid.
 7. Please make note: During our busy season (August through October, and March through May, there may be a delay in the processing of orders)!
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Picking Up Orders

1. Please pick up your orders in a timely manner.
2. Orders need to be picked up within 5 business days of receiving notice that it is ready.
3. If you can't pick up your order within 5 business days, we will make other arrangements as needed.
4. If we do not hear from you to make other arrangements, your merchandise will be put back into our regular stock and inventory, and you will be issued a store credit if the merchandise has been paid for in advance