

## Return and Exchange Policy

**Effective 12/1/2022** returns will not be accepted in council shops for online orders. All online orders placed through GSUSA (Girls Scouts of the USA) must be returned via the process outlined by GSUSA on their website.

- 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 without the manager's approval.
- All returns and exchanges must be within 30 days of the date on receipt.

Discontinued and discounted merchandise are not available for return or exchange. Handbooks and Journey books are non-refundable. Refunds of **\$24** or less will be issued from the cash register or GSLE (Girl Scouts Louisiana East) 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.

### **Phone/Email Orders:**

- We require **24-hour** notice for all orders phoned or e-mailed in that require in-store pick-up. Please plan accordingly.
- 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.
- If we cannot get the item, or it has been discontinued, we will issue a refund and/or not charge you for the item.

### **Girl Scout Merchandise Orders (catalog items ordered in council shops):**

All Girl Scout Merchandise Orders are placed based upon shop needs.

If you need something, please ask and we will be happy to place the order.

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!

It takes **7-21** business days to receive an order from our GSM (Girl Scout Merchandise) distributor.

You should receive a call when your order is ready to be picked up.

GSM orders need to be pre-paid.

**Picking up Orders:**

- Please pick up your orders in a timely manner.
- Orders need to be picked up within 5 business days of receiving notice that it is ready.
- If you cannot pick up your order within 5 business days, we will make other arrangements as needed.

If we do not hear from you to make other arrangements, your merchandise will be put back into our inventory.

**Debbie Hardnett, Customer Care and Retail Manager Email: [dhardnett@gsle.org](mailto:dhardnett@gsle.org)**

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