

# Return Policy

You have 60 calendar days to return/exchange an item from the date of the original receipt.

Please note, Returns/Exchanges without the original receipt will be evaluated on a case by case basis.

**To be eligible for a return/exchange, your items must be:**

- **unused in the original packaging;**
- **in the same condition that you purchased it;**
- **in stock and/or current merchandise sold at GSNEO shop locations;**
- **refund amounts will be creditable back by which payment was received; unless,**
- **merchandise is purchased online. Then GSNEO shops can only process an exchange and issue a store credit for the remaining balance of the returned merchandise.**

Cash refunds over \$10 maybe issued as a store credit or GSNEO check with the completion of the [refund request form](#).

Clearance merchandise are final sales; therefore, cannot be returned/exchanged for different merchandise.

Damaged merchandise for Returns or Exchanges will be refunded or exchanged given the merchandise is damaged due to a quality issue. Therefore, damages returned due to excessive use will be refunded at the Retail Store Managers's discretion and only in form of exact exchange item or store credit.

Dollars generated from purchases at the Girl Scout of North East Ohio council store remain in your council and help provide programs and services to girls.

