

Return Policy

For items purchased at Girl Scouts of North East Ohio shops:

We accept returns and exchanges for unused/unworn merchandise within 60 days of original purchase, with receipt. To be eligible for return/exchange, items must be:

- unused and in the original packaging
- in the same condition that you purchased it
- in stock and/or current merchandise sold at GSNEO shop locations

Refunds will be issued to the original form of payment amounts will be creditable back by which payment was received.

Requests to return or exchange items without original receipt will be evaluated on a case-by-case basis. Any accepted merchandise be eligible for exchange or store credit only, and would be valued at the lowest GSUSA/GSNEO selling price, and only eligible for store credit.

Cash refunds over \$10 must be issued as store credit, or as a check issued from GSNEO (additional processing time applies).

Clearance merchandise is final sale and cannot be returned/exchanged.

Requests for return/exchange of defective items will be evaluated on a case-by-case basis, and any accepted merchandise would be processed as an exact item exchange or store credit.

Girlscoutshop.com is not a GSNEO store, but we'll try to help. For merchandise purchased online through girlscoutshop.com, GSNEO shops can process an exchange or issue a store credit, with their customer invoice and per above bulleted conditions, within 60 days of purchase for most items that are in stock/current merchandise to the GSNEO locations.

Dollars generated from purchases at your council store remain in your council and help provide programs and services to Girl Scouts.