

Return & Exchange 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 base and merchandise will be valued based on the lowest GSUSA/GSNEO selling price.

To be eligible for a return/exchange, your item 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, merchandise cannot be returned/exchanged.

Damage merchandise will be refunded or exchanged given the merchandise's damaged is due to a quality issue.

Therefore, damages returned due excessive use will be refunded at the Retail Store Manager's discretion. And, only for an exact exchange or store credit.

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

