



SHOP POLICY

Returns • Out-of-Stock Merchandise • Special Orders

Orders may be submitted to any council shop via email, phone, in person or fax. Payment methods include: cash, credit cards and checks made payable to Girl Scouts Badgerland Council.

An in-stock order **will be held for pick up at a council shop without prepayment for up to 48 hours**. Orders not picked up within this time period will be returned to general inventory. If having an order shipped directly, please allow at least five regular business days to receive an **in-stock order**.

Back-ordered items may take days or several weeks to receive. All back-ordered items are prepaid including shipping fees and are billed when the order is placed.

Badgerland Council does not retain credit card information.

NOTE: Prices are subject to change without notice based on price changes from GSUSA.

RETURNS

- Returns cannot be accepted 60 days after the date of purchase. 90 days for **Insignia/Uniforms**.
- No cash back on returns over \$50.
- For a return with a value of \$50 or more, choose one of these refund options:
 - Exchange merchandise directly
 - Choose a Council Shop Credit Voucher (good for future purchases in Badgerland Council Shops)
 - Refund credit card used in purchase
 - Mail check
 - A Council Shop Credit Voucher will be processed for all returns without a sales slip.
- Council shops DO NOT keep copies of your credit voucher. Please present your copy when redeeming.
- Current merchandise returned in original package with tags attached accepted. Returns accepted on shrink wrapped books.
- Discontinued merchandise cannot be accepted for exchange or refund.

SPECIAL ORDERS

See an item you want in the official Girl Scout Catalog but it's not in your Badgerland Shop? **We'll order it for you!**

- Special orders must be prepaid including shipping and handling charges if you prefer order to be shipped to you.
- *NOTE:* Special orders cannot be returned.

Shipping Fees*

\$5 Merchandise	\$5 ⁰¹ -19 ⁹⁹	\$20 -29 ⁹⁹	\$30-39 ⁹⁹	\$40-49 ⁹⁹	\$50-74 ⁹⁹	\$75+
\$2.50 shipping	\$3.50	\$4.50	\$5.50	\$6.50	\$7.50	\$ based on weight

*Books being shipped are subject to USPS weight rates

800.236.2710 (p) | 608.276.9160 (f)

Madison Shop
2710 Ski Lane
madisonshop@gsbadgerland.org

Janesville Shop
3000 Milton Ave. Suite 113
janesvilleshop@gsbadgerland.org

La Crosse Shop
2710 Quarry Road
lacrosseshop@gsbadgerland.org

Platteville Shop
305 E. BUS Hwy 151 Suite D
plattevilleshop@gsbadgerland.org