

**Placing an order for in-store pickup:**

All orders must be **placed here**. Please allow up to 24 business hours for your order to be filled. We are currently offering pickup at the following locations: Irvine Headquarter Shop, Brea Mall Activity Center, and Mission Viejo Activity Center. Please note that both Activity Center locations do not sell any shop merchandise and all orders are sent up to these locations every Wednesday. Once we have fulfilled your order, you will receive an email from **shops@girlscoutsoc.org** along with the date the order will be available for pickup.

Return/Exchange/Refund Policy:

Returns/Exchanges/Refunds must be made within 60 days from original date of purchase. A receipt must accompany all returns/exchanges/refunds. All returned merchandise must have original tags, original packaging and be in saleable condition (no writing on badges, tags, books, etc). Cash refunds of up to \$15.00 will be made at the time of the refund if the merchandise was paid for in cash; for cash refunds exceeding \$15.00 and all purchases made with a check, a GSOC council check will be mailed within 3 weeks. Credit card returns will be credited back to original credit card within the 60-day return period. **All clearance, dated, and event merchandise are final sale. Special ordered items that are not normally stocked in-store at the GSOC Shop are final sale.**

Please Note: Receiving merchandise from previous purchases past our 60-day return policy requires special care that we must handle on a case-by-case basis.

All **GSUSA Online Orders** must be returned to the Girl Scout Merchandise Distribution Center through their website.



FAQs

Q: What if you do not have what I need?

A: At this time, our in-store selection may be limited. Please call us ahead of time if you need larger quantities at (949) 461-8802. If we do not have the items and/or quantities that you need, you can access the **Girl Scout National Online Shop** 24/7 for a full selection, including online only specials on our Council webpage. All purchases made through the online retail website support the Girl Scouts of Orange County.

Q: How can I make a purchase with Cookie Dough, OC Bucks or Juliette Dollars?

A: All incentives, including Cookie Dough, OC Bucks and Juliette Dollars may be used in-store only at our Irvine Headquarter Shop to make purchases. Unfortunately, these incentives cannot be used at our In-store Order Pickup website.

If you would like to purchase items with your incentives for in-store pickup, you may do so by using the **Shop Order Form** and emailing it to us at **shopgs@girlscoutsoc.org**.