

USAGSO

“Girl Scout World”

2019

Hours:

Tues - Thurs-0900-1400

Email: overseasshop@girlscouts.org

Phone: 646-381-0085

036-868-2335

Manager: Shannan M Walter

Japanese Address:

USA Girl Scouts overseas

PSC 705 Box 85

Camp Zama, Zama-shi

Kanagawa-ken, Japan 252-8511

USPS address:

USA Girl Scouts overseas

PSC 705 Box 85

Apo AP 96338

USAGSO Girl Scout World Store Policies

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Girl Scout World is the only official Girl Scout store servicing Girl Scouts Overseas. We are located in Zama Japan and ship globally. We strive to provide high quality customer service, affordable shipping rates, and unique product options. These policies help us ensure transparency and accuracy in our communication and fulfillment of orders we receive. These policies are independent from any regulations or promotions provided by GSUSA and apply to all USAGSO members and international customers ordering from the Zama shop.

Ordering online:

You can view our webstore for in stock inventory. That is where we also post new items and special discounts. Due to the size of our store we are unable to carry all GSUSA branded items, however we can do special orders (see details below).

Placing an order is easy. You can find our webstore at <http://www.usagso.org/shop> The steps for online ordering are:

1. Go shopping! You can place your order by selecting items and placing them in the cart.
2. If you have a discount or credit to be applied, please state so when placing the order by using the “comments” section. This will notify the staff of any special promotion you may have been offered.
3. If you are unable to order the quantity needed please send us an email using the contact us form. If there is a back order, then you will be sent a PayPal request for the amount due for back ordered items.
4. Your order will be processed during the stores normal business hours.
5. Shipping will be added to your bill upon checkout.

*** Additional shipping charges may apply and be billed through PayPal payment requests once the shipment is made (See shipping details on page 2).*

Discounts:

Occasionally we offer a discount for purchases made through Girl Scout World.

- Early bird – Each year we publish updated information and will state the dates this discount is available to for use. It is a One-time use. Troop and OC purchases are NOT eligible to use this discount. Please state you want to use this discount in the “comments” when you place the order.

Special Orders:

USAGSO Girl Scout World Store Policies

We are happy to place special orders for items not found in Girl Scout World. To place a special order, use the “contact us” section of our webstore usagso.org/shop . The following policies apply to any special orders:

- **All Special Orders:** Must be paid in advance and are non-refundable.
- **Fun Patches:** Must be ordered in sets of 12 due to GSUSA ordering regulations.
- **Clothing:** There is no minimum order on special order clothing however, we cannot offer exchanges for size discrepancies.
- **Novelty & Misc. Items:** There is no minimum order amount.

Global Shipping Methods

We are proud to offer several shipping options with a variety of prices and delivery times. Please review the options carefully and select the one most applicable for your needs. Please note, only military communities can utilize the Military Postal Service option. Shipping will be calculated during checkout. As with all shipping methods, delivery times during the holidays can vary so order early!

MPS (Military Postal Service) is available overseas only for customers with an APO or FPO address. There is no cost for this service and it is based on space A, so there is **no guaranteed timeframe for delivery.**

International Destination: We utilize the Japanese post office for deliveries anywhere in Japan and overseas. There are several service options:

- AIR
- EMS (quickest, most expensive)

US Mailing Address- we will use USPS to deliver to any US and DPO destinations. The least expensive option will be selected unless otherwise specified.

- Priority – 7-10 days (avg.)
- Regular

BLACK CAT is available in Japan only and can be sent cash on delivery for express shipments. No additional charges apply.

Returns/Refunds/ Exchanges

All returned or exchanged items must be unwashed, unworn and undamaged with ALL tags attached. Because we believe in the integrity of our Girl Scout community a receipt is not required for a return or exchange. If an item is returned without a receipt the current retail price will be applied.

USAGSO Girl Scout World Store Policies

- Incorrect orders: If you receive an incorrect order contact the store at overseasshop@girlscouts.org. We will work to correct it as quickly as possible using one of the following methods.

Returns:

Special orders and items with dates included in the design cannot be returned or exchanged. (Example: Global Action 2017 patch) Items or orders sent in error can be returned for a full refund. Contact the shop to arrange for shipping and credit for your account. Other, unused items can be returned for a refund or exchanged for additional merchandise.

Refunds:

Will be provided to the customer using the following methods:

- **Totals UNDER \$50** will be store credit ONLY and good for 1 year from the time of the return
- **Totals OVER \$50** can be applied as store credit or via check.

Exchanges:

- o If the new item is less than returned item, you will have a credit to use. This credit will be valid for **1 year**.
- o If the item is more than the exchange credit you will be asked for a preferred payment method.
- o Shipping- use MPS for those that can. Please email the store that you are sending something or place a note in the package, so the store knows what you need.

OCMT purchases

Overseas Committee Management Teams can purchase items for their communities through our webstore, utilizing their line of credit. Merchandise purchased from the store cannot be resold for a profit.

- Each overseas community may have one account linked to their usagso.org email account. Community orders must be made using the official account log in.
 - o If your account has NOT been set up contact the store using the "contact us" form on the webstore page. Please be sure to include the Point of Contact, community mailing address, email and phone number.
- Orders placed using the community account will be invoiced quarterly to the OCMT (see billing information below) and held as a line of credit until paid.

Billing:

USAGSO Girl Scout World Store Policies

OCMTs will be billed quarterly. If you would like to pay before the quarter, you can contact the store for your account information. If you do NOT pay your bill in a timely manner your account will be frozen and NEW charges will not be allowed. If you are coming close to your “line of credit” you will be notified, and payment will be requested at that time.

***Check Payments:** Please address the envelope Attn: Shop Manager to ensure that the payment is allocated correctly.