

Returns and Exchange

Chief Seattle Council guarantees every customer's satisfaction. If the customer is not 100% satisfied with one of our product's quality, they may return it within 90 days of purchase for a refund or exchange with a valid receipt. After 90 days, we will consider any item(s) for return that is defective due to materials or craftsmanship.

Items not originally purchased from the Chief Seattle Trading Post are eligible for exchange only, as long as it is an item regularly carried in our inventory. Our Trading Post is Council-operated and doesn't stock all the same items as the National Scout Shop Online or other local Council Scout Shops. Please contact us in advance if you have any questions at 206-725-5200 or email at tradingpost@seattlebsa.org.

No returns or exchanges can be accepted if the merchandise was custom produced, including custom unit numerals, nameplates, throws, neckerchief or awards.

Policy & Guidelines

To protect all our customers and make sure that we handle every return or exchange with reasonable fairness, we cannot accept a return or exchange (even within 90 days of purchase) in certain situations, including:

- Products damaged by misuse, abuse, improper care or negligence, accidents (including pet damage), fire, flood, or natural disaster;
- Products showing excess wear and tear;
- Products with a missing label or label that has been defaced;
- Products that have been soiled or contaminated;
- Audio and visual (a/v) products such as DVDs and CDs may be returned unopened for a full refund. Once opened, items may only be exchanged for the same title;
- On rare occasions, any past habitual abuse of our Return Policy.

REFUNDING SHIPPING & HANDLING CHARGES:

Unfortunately, we cannot refund original shipping and handling charges placed on catalog or online orders.

RETURNS AT THE TRADING POST:

Receipt Policy

Cashback cannot be provided without a receipt. Only even exchanges can be issued if no receipt is presented. The amount returned will be of the lowest price the item(s) was offered in the last 12 months.

Refund Policy

Money returned to the customer must be returned in the manner and original price in which the merchandise was bought (cash, bankcard, credit card, unit account, etc.).

Merchandise paid for by cash over \$25 cannot be returned for cash because we do not keep cash balances in our registers over that amount for security reasons.

Merchandise paid for by check cannot be returned for cash until 15 days after the original purchase. This will allow enough time for the check to clear the bank.

If a customer presents a return with a receipt that shows the original sale was made on a charge card, credit must be issued to the charge card. We cannot return the sale as cash.

We are happy to accept gift returns within 90 days of purchase when provided with proof of purchase (i.e. a gift receipt), in which case a merchandise credit will be issued for the original selling price. If a gift receipt is not available, the return can still be accepted if the item is unused and unworn with the original packaging. A merchandise credit will be given for the lowest price the item(s) was offered in the last 12 months.

HOW TO RETURN PURCHASES BY MAIL:

- 1. Contact the Council Trading Post by phone or email to inform them of your need to return or exchange the item.**

Print the email confirmation that we will accept your item for return with the

item. For more information about returns, call us at 206-725-5200 or email at tradingpost@seattlebsa.org.

2. Ship Your Returns/Exchanges

Send your package to the address below. Insure the package for the full value of the merchandise being returned. Keep your shipping receipt until the credit for your return has processed.

Ship Returns and Exchanges to:

Chief Seattle Council, BSA

Attn: Trading Post

3120 Rainier Ave S

Seattle, WA 98144

3. BSA Receives and Processes Your Return/Exchange

Please allow a minimum of 14 days for us to receive and process your return or exchange. If the item cannot be accepted after inspection, we will notify you. For accepted items, we will credit or refund the value of the merchandise total and any taxes you were charged (excluding delivery and handling charges). Adjustments to credit cards should appear within two billing cycles.