REFUND POLICY

Scout Shop Purchases

All refunds/exchanges must be done within 30 days of the purchase and be accompanied by the receipt. Items must be in re-sellable condition (no stains, tears, alterations, or patches sewn on etc.) with ALL tags attached.

Cash Purchases:

Cash refunds only for total refunds under $30.00. Refunds over this amount will be paid by a refund check by mail within 30 days of refund request. Merchandise may also be exchanged on-site.

Check Purchases:

Purchases made by check will be eligible for a refund after the check has cleared the bank or two weeks, whichever comes first. Merchandise may be exchanged without waiting.

Credit Card Sales:

Refunds will be issued back to the original credit card.

Unit Account Purchases:

Refunds will be credited back to the original unit account.

Check Return Fee

A Service fee of $15.00 will be assed on all retuned checks.

Blue Grass Council, BSA
415 North Broadway
Lexington, KY 40508
Phone Number 859.231.7811 Fax Number 859.252.3785

Scout Shop Hours

Monday-Wednesday
9:00 am to 6:00 pm

Thursday –Friday
9:00 am to 5:00 pm

Saturday
10:00 am –3:00 pm

Closed in observes of all Holidays

Check out the Council Calendar for Scout Shop Closings or the Website at www.bgbsa.org

Activities and Events

Individuals or groups that cancel a program reservation at least 30 days prior to the date of the event will receive a refund of fees paid, less 15% administrative charge. Refund requests made between 14-29 days before the event may be eligible of a 50% refund, and refund request made between 7-13 days before the event will be eligible of a 25% refund.

NO refunds will be made for request made less than 7 days before and event nor anytime after an event. Approved refund request will be paid by check within 30 days of written request. Some events, for example the National Jamboree or Philmont, have more stringent refund guidelines. See individual event guidelines for details.