

OSA Store Returns and Exchanges Policy

Returns

Items must be returned within 30 days of the invoice date. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

There are certain situations where only partial refunds are granted (if applicable)

- Book with obvious signs of use
- Any item not in its original condition, is damaged or missing parts for reasons not due to our error
- Any item that is returned more than 30 days after delivery

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Exchanges

We only replace items if they are defective or damaged. If you would like to exchange your purchase for the same item, send us an email at xxxx@osa.org and send your item to: 2010 Massachusetts Ave., NW, Washington, DC 20036.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Shipping

To return your product, you should mail your product to: OSA Store, 2010 Massachusetts Ave., NW, Washington, DC 20036

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.