

## U.S. Green Building Council

## **Return policy**

All items purchased on usgbc.org are final sale and are not eligible for return, exchange or credit. This includes:

- Merchandise
- Publications including but not limited to reference guides, study guides, exam prep materials, core concept guides and case studies
- USGBC+ magazine issues

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If you have a question about a product, please <u>reach out</u> to us before placing your order.

If you received a defective or damaged product, please <u>contact us</u> within 30 days and we'd be happy to arrange a refund or exchange. !

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## Purchasing reference guides

Before placing an order for a reference guide, please be sure you are ordering the correct guide. Our <u>LEED rating systems section</u> provides information on the various LEED rating systems and their reference guides. If you received an incorrect reference guide, <u>email us</u> and we'll work to resolve the situation.