

# Gnoll's Loot Table - 30-Day Return & Exchange Policy

We want you to love every book you take home. If something's not quite right, we're here to help.

## Return Window

30 days from the date of purchase (in-store) or 30 days from delivery (online orders).

## What's Returnable

New books: Must be in original condition-unread, unmarked, and (if applicable) shrink wrap/obibands intact.

Used books: Must be in the same condition as sold, with no new damage, writing, or missing pages.

## Refund Method

New books: Refunded to the original form of payment.

Used books: Refunded as store credit (issued as a digital or physical gift card) redeemable in-store or online.

## Proof of Purchase

Please bring your receipt, packing slip, or order number.

If a receipt isn't available, we'll do our best to look up the purchase; otherwise, we may issue store credit at the most recent selling price.

## Non-Returnable Items

Final sale/clearance items, gift cards, digital downloads, and special orders (unless defective or we made an error).

Items that show signs of use, damage after purchase, or missing components.

## Defective, Damaged, or Incorrect Items

If we made a mistake or your item arrived damaged/defective, contact us within 7 days of delivery or bring it back within 30 days.

We'll arrange a replacement, exchange, or refund, and we'll cover return shipping for online orders.

## How to Return

In-store: Bring the item and proof of purchase to the register.

By mail (online orders):

Pack securely with your order number.

Ship to: Gnoll's Loot Table - Returns, P.O. Box 128 Riverside, IA 52327.

You're responsible for return shipping unless the return is due to our error or a defect.

## Processing Time

Please allow 3-5 business days after we receive your return to process refunds/credits. Your bank or card issuer may take additional time.

## Exchanges

We're happy to exchange when stock allows. For used books, exchanges are processed as a return for store credit and a new purchase.

## Fair Use

We reserve the right to decline returns that don't meet the above criteria or show excessive wear/misuse. This policy is applied in accordance with applicable law and does not affect your statutory rights.

## Questions?

Email: [theinfo@thegnoll.com](mailto:theinfo@thegnoll.com)

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