

YCL Store FAQ

What are my payment options?

The YCL Store accepts Visa, Mastercard, American Express and Discover credit cards and gift cards as payments for all store orders. The digital store is unable to accept cash or check for payment.

I made a payment online, but I have not received my confirmation email. What should I do?

Our website automatically sends a confirmation email when the order is placed. Sometimes these types of emails can be found in your Spam folder.

Where do I pick up my order?

During your checkout process, select one of our 13 YCL locations for pickup.

Check our website for locations and current library operating hours: <https://www.yorklibraries.org/find-a-library/>

When will my order be ready for pickup?

Store purchases placed before 12:00 p.m. Thursday will be delivered to your library the following Monday. Please allow library staff two days to contact you about order pickup.

Orders received after 12:00 p.m. Thursday will be sorted and processed with the next week's orders. Same day pickup is not available.

Do you offer shipping?

We are currently unable to ship orders. The YCL Store utilizes an internal delivery system to transport orders to our libraries.

What do I need to pick up my order?

You will need your library card or other proof of identification to pick up your order.

If you would like another person to pick up your order, **please include their name in the order notes.**

Returns/Exchanges - My item is too big/small. Can I exchange sizes?

Yes, if you are not satisfied with your purchase, you may return the merchandise with the original receipt within 30 days of ordering for an exchange or refund. *(see next page)*

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Please return your merchandise to any of our 13 libraries along with the original receipt.

If the item is for exchange, please note the size and/or color you want on the receipt.

Returns will be accepted if items have not been worn or used.

Refunds will be made in the same form as the original payment.

Returns - How long does it take for a credit card refund to appear?

The YCL Store submits refund requests to your bank or card issuer. Successful refunds appear on your statement within 5-7 business days. Please reach out to us if you are having trouble.

Have more questions?

Email: YCLStore@yorklibraries.org

Phone: YCL Administrative Office 717-849-6969

Office Hours: Monday -Thursday 8:30 am – 5:30 pm ET