



Girl Scout Brick-and-Mortar Shop Closure Frequently Asked Questions

Please contact our Customer Care Team if you have additional questions: info@gsnwgl.org.

Cookie Dough & Fall Bucks | Cookie Dough & Fall Bucks can be used for several things.

- In-house rewards can be used on shop purchases through October 30, 2024.
- Cookie Dough can be used at any pop-up or mobile shop that happens before expiration.
- In-house rewards can be used for camp and council programming.
- Online Cookie Dough can be used at girlscoutshop.com.
- [Request to Exchange](#) – complete this form to exchange your Cookie Dough or Fall Bucks to online options.
 - Please allow a few weeks for conversion.
- [Request to Extend](#) Expiration Date of Product Program Credit.

Gift Cards

- Gift cards can be used on shop purchases through October 30, 2024.
- Gift cards can be used at any pop-up, mobile shops, or trading posts (these are not guaranteed).
- [Request to Exchange](#) – complete this form to exchange your gift card to an online option.

Trefoil Rewards Punch Cards

- Trefoil Rewards will be discontinued on October 30, 2024.
- Any earned rewards can be redeemed on or before October 30, 2024.
- Trefoil Rewards Cards will be discarded after October 30, 2024.

Fun Patches | GSNWGL will no longer offer special-order fun patches for customers, but many fun options are available online. You will find an assortment of fun patches at girlscoutshop.com or additional options from vendors like Advantage Emblem.

Financial Assistance Uniforms | GSNWGL plans to continue providing financial assistance uniforms to Girl Scouts in need. This process is not changing. Orders submitted by September 30, 2024, can be picked up at the Appleton Girl Scout Shop before October 30, 2024. Orders submitted after October 1, 2024, will be shipped to the address provided on the request form.

Custom GSNWGL Merchandise | GSNWGL plans to continue offering GSNWGL custom merchandise. You will find a selection of options available at girlscoutshop.com after October 30, 2024. Upcoming mobile and pop-up shops will continue to have GSNWGL merchandise available. Summer camp trading posts will have a selection of custom camp merchandise and GSNWGL apparel.

Online Shipping | Typically 7-10 business days. Potential delays around peak seasons and holidays.

Are orders placed on girlscoutshop.com tax-exempt? | Unfortunately, GSUSA cannot remove tax for troops on orders placed on the national site.

Shipping Costs | Visit girlscoutshop.com for current shipping costs. Watch for shipping promotions and specials. While GSNWGL does not receive prior notice of shipping promotions, we will do our best to share that information via GSNWGL social media when we see it.

GSUSA Prices (and sales) | Join the email list at girlscoutshop.com. Then, you'll be the first to know about new products, sales, and more. While GSNWGL does not receive prior notice of promotions and sales, we will do our best to share that information via GSNWGL social media when we see it.

Clearance Sales or Reduced Prices | We don't have plans for sales or reduced prices after our brick-and-mortar shop closes. We will announce any promotions as we near the closing date – make sure to follow our social media to be the first to know. The remaining inventory will be held for any potential mobile or pop-up shops or returned to GSUSA. The remaining GSNWGL custom merchandise will be available at girlscoutshop.com.

Returns & Exchanges

- Returns and exchanges will be handled as usual through October 30, 2024. For more information, refer to the GSNWGL return policy.
- After October 30, 2024, please contact Customer Care for support or problems with a GSNWGL order that is still within the return policy timeframe. You can also email shop-sc@gsnwgl.org for support from a retail team member.
- Effective immediately, GSNWGL will not accept online order returns.

Outstanding Orders / Special Orders

- Special orders will be accepted through September 30, 2024. Any outstanding orders placed before September 30, 2024, will be filled and available for pick-up at the Appleton Girl Scout Shop by October 30, 2024.
- If we cannot fill a particular order before our brick-and-mortar shop closes, GSNWGL will issue a refund and cancel the order.
- We will attempt to contact customers for orders that have not been picked up until October 30, 2024. After that date, GSNWGL is not responsible for uncollected orders.

Please contact our Customer Care Team if you have additional questions: info@gsnwgl.org.