



Girl Scout shop curbside orders

June 2020

Things to know:

- Curbside order for the SCGSLC Girl Scout shop will begin Tues., June 9.
- For the time being, curbside pickup will only be available on Thursdays between 11 a.m.-2 p.m.
- Orders must be placed by noon on Tuesdays for order pickup to be available on Thursday. If orders are placed after 12 p.m. on Tuesday, we cannot guarantee order fulfillment for Thursday,

To place a curbside order:

1. Email customercare@girlscouts-swtx.org by noon on Tuesday with: Your contact name, contact phone number and a list of items and quantities for purchase. Not providing this complete information may delay your order pickup.
2. A member of the Girl Scout shop staff will contact you via email to confirm receipt of your order followed by an invoice for payment. All invoices will be sent on Tuesday.
3. Upon payment receipt, a confirmation email will be sent to you with curbside order pickup instructions.

Curbside order pickup instructions:

1. Arrive at SCGSLC on Thursday between 11 a.m.-2 p.m.
2. Pull up to the Shop Curbside Orders doors (there will be signs.)
3. Call 210-349-2404 ext. 381 to let us know of your arrival.
4. Please remain in your vehicle and roll down passenger side window for us to place your order in.

Safety guidelines:

- To promote social distancing, we will deliver items via the passenger side window or trunk of your vehicle.
- We encourage you to wear a mask to protect both parties.
- We miss you all and can't wait to see you again, however, we'd like to keep conversations to a minimum and conduct curbside orders in a safe and swift manner.

Additional order information:

- All discounts/coupons, except the reusable bag discount, will be honored with curbside orders.
 - Include detail of discount/coupon use in initial order email.
 - If you are making a troop, tax-exempt purchase, include your troop number in order email.

- We will be accepting all types of payments but prefer contactless payments; credit or debit card, cookie credits or nut bucks and/or gift cards.
 - An invoice will be emailed to you on Tuesday. Invoice must be paid before picking up your order.
 - If your only option is to pay with cash or check, let us know in your initial order email.

- The standing return policy applies to curbside orders: Most items will be cheerfully exchanged within 90 days of purchase with a valid receipt. No refunds. Discontinued, clearance and/or online purchases cannot be exchanged. GSSWT reserves the right to limit or modify the terms of the Exchange Policy at any time.

- If you have items you'd like to exchange:
 - Include list of item numbers and quantities in initial email. We will apply the item exchange to your new order.
 - Bring items with you at curbside order pickup.
 - Exchange items must be contained in a clear, concealed bag (such as a Ziplock bag).
 - If exchange items are not brought to curbside pickup, we will not release new order.

- All Girl Scout merchandise will be available for pickup, To view list of items that can be purchased at this time, visit www.girlscoutshop.com
 - Please note, any item on the webpage that states "Ships from council" or "Online only" cannot be purchased through curbside orders.
 - Keep in mind: We may not be fully stocked on all items and/or quantities at this time. If you need product that we do not have in-stock, it may take up to four weeks for us to receive, due to shipment delays.

Thank you for supporting the shop through curbside orders. All purchases made in the Girl Scout shop support local GSSWT events and girl programs.