



New Online Storefront FAQ

Q. Why do we have a new online storefront?

A. We have made the business decision to upgrade our ecommerce platform to the Girl Scouts of the USA national merchandise platform. This new enhanced online storefront will provide our members with an even greater selection of Girl Scout merchandise, exclusive online only items, special pricing promotions and many opportunities for free shipping that we were not able to offer through our previous website. Additionally, our shop staff will spend less time fulfilling internet orders, which means more time to devote to helping customers in the store.

Q. Will the money I spend online go back to Girl Scouts of Orange County?

A. Yes! We are thrilled to announce that an average of 40% of every purchase made in our membership zip codes will come back to our council to support our local programs for girls.

Q. Where are Girl Scouts of Orange County store locations and what is available there?

A. We encourage you to visit our shops, where our knowledgeable staff can help you select the exactly what you need. Our Irvine shop, located at our council headquarters, is open Monday through Saturday and carries a full line of badges, uniform components and Girl Scout merchandise. The Yorba Linda Satellite shop, located in the Yorba Linda Program Center, is open on Tuesdays and offers basic uniforms and program merchandise. Need more than what's available at the Yorba Linda Satellite shop? Simply fill out this [merchandise request form](#) and email or fax it to the number provided and we will bring the merchandise requested to the Yorba Linda Satellite Shop the following Tuesday.

Q. Can I get credit for my online purchases on my frequent buyer card?

A. Yes. Since the frequent buyer reward can only be redeemed in the shop, simply bring your receipts from online purchases in to the store and we'll apply the credit for your purchase, before tax and shipping, to your cumulative total.

Q. Can I pick up my online purchase from a Program Center?

A. Our new online storefront does not offer program center pick up as a shipping option. However, our promotions calendar includes several free shipping offers and online specials offered throughout the year so your purchases can be delivered to your door at no extra cost to you.

Q. Can I still get Shop Local patches?

A. Yes, we want to encourage you to shop at Girl Scouts of Orange County, where proceeds from your purchase benefit local Girl Scouts! You'll receive a Shop Local patch when you shop at our Irvine or Yorba Linda locations, purchase a starter kit or Core Essentials package, when you show us your receipt for an online purchase, or when you visit our Anaheim or Fountain Valley Program Centers for special events.

Q.Can I still buy GSOC merchandise online?

A.Yes, beginning in May you will be able to purchase GSOC's branded merchandise online. These items will be ordered through the online store but will ship from the Irvine Girl Scout Shop.

Q. How do I order a camp care package to be delivered to Camp Scherman?

A. Click on the Camp Care Package post-it-note on the bottom of our shop homepage to download an order form – we'll deliver your order to your loved one at camp at no extra charge!

Q. How do I order fun patches?

A. Although we will continue to offer a great selection of Girl Scout branded fun patches on our new website, you may access the full catalog of our non-branded (without Girl Scouts logo) fun patches [here](#). Complete this [Fun Patch Order Form](#) and email, fax, drop off or mail your order with payment information. We will send you an email confirming the receipt of your order and letting you know when you can expect to receive them in the mail.

Q. Why did I receive my merchandise in two shipments?

A. Your Girl Scout merchandise will ship from our distribution center in New Jersey, while Council's own (GSOC or Camp Scherman) merchandise will ship from Irvine.

Q. Do I pay shipping twice if I get shipped from two different places?

A. No. Your shipping will be charged when you make your purchase and there will be no additional fees.

Q. How long will shipping take?

A. GSUSA's Official Online Store offers a variety of shipping options from which to choose. The shipping cost is based on the value of the entire order. Standard shipping times range from five to ten days.

Q. Can I return or exchange my online purchase at my local shop?

A. Your online purchase will come with [instructions on how to conduct returns](#) or exchanges; however, we are always happy to accommodate your needs here at the shop by processing your exchanges and returns

Q. How do I make a purchase with cookie dough or OC Bucks?

A. Just fill out [this form](#) and fax, mail or email it to us at the Irvine shop. Be sure to include the serial number from your card and any additional payment information if your card does not cover the cost of your order.