

# 2023 Fall Product Program

## GSUSA Bark Box and Tervis Tumblers FAQs

### BARK FAQs

#### Overview

##### **Why is Girl Scouts adding BarkBox to the Fall Product Program?**

BARK is a leading global brand for dogs, known for bringing partner brands to life in their signature BarkBox, which includes fun and engaging themed dog toys and tasty treats. More than half of U.S. households today have a dog, and most dog owners view their dog as a member of the family. Girl Scouts also show their love for animals by participating in programs and earning badges for pet care and animal advocacy. The addition of a Girl Scout themed BarkBox to the Fall Product Program allows Girl Scouts to share their passion for animals, generate troop funds for their Girl Scout activities, and gives consumers the option to purchase something for every member of their family.

##### **When will the Girl Scout BarkBox be available for purchase?**

The BARK + Girl Scouts Mini Box will be an online only item on the M2 Media platform, available in the Fall Product Program starting Sept. 9, 2023.

##### **What items are included in the BarkBox?**

Each box comes with a custom Pose & Play Beret dog toy created by BARK and GSUSA as well as one canister of Berry Trios™ BARK + Girl Scouts dog treats, which are one-of-a-kind. Both items come packaged in a custom Girl Scouts Mini BarkBox with a Girl Scouts liner.

##### **Can I purchase only the Pose & Play Beret dog toy? Or only the Berry Trios™ treats?**

No. This is a set, inclusive of toy and treat.

##### **Is this a regular sized BarkBox?**

BARK refers to this as their Mini BarkBox as it contains one dog toy and one dog treat.

#### Financial

##### **What is the retail price of the Girl Scouts themed Mini BarkBox?**

\$19.99

##### **How much do troops earn in proceeds for each Mini BarkBox sold?**

Troops earn 13% in proceeds for each Mini BarkBox sold and girls earn credit towards rewards



## **Shipping:**

**What will the BarkBox shipping cost be for consumers?**

A flat \$5 per delivery address shipping fee.

**Why are shipping rates for Fall Product Program nuts and candy higher than BarkBox?**

Each product program vendor sets their own shipping rates. BARK is subsidizing a portion of the shipping rates for this online only offering.

**If I order nuts/chocolates and a BarkBox, is shipping consolidated?**

No, nuts/chocolates and BarkBox will be *separate transactions requiring separate shipping*. Your nut/chocolate order will come from the nut company shipping facility and the BarkBox will be shipped directly from BARK.

## **BarkBox Subscribers:**

**Do I need a subscription to BarkBox?**

No subscription is needed. The Girl Scout BarkBox is a standalone item and not part of BARK's subscription program and can be ordered directly from a Girl Scout's online store front (on M2 Media platform) during the Fall Product Program.

**What if I already have a subscription to BarkBox?**

If you have a BarkBox subscription, BARK thanks you and you know that your dog will love these special Girl Scout themed toy and treats. This will be exclusively sold online by Girl Scouts during the Fall Product Program.

**Isn't BarkBox a subscription company?**

Even though one of BARK's products is BarkBox, a subscription box of dog toys and treats, any consumer who buys this product *will not* be automatically enrolled in a subscription through BarkBox. This is a special, one-off custom product made exclusively for Girl Scouts.

## **Treats:**

**What are the ingredients in the treat recipe?**

The main ingredients in these treats are Whole Wheat Flour, Blueberry, Cranberry, Raspberry, Blackberry, Strawberry, Natural Blueberry Flavor, and Cane Molasses. To make sure the treats stay delicious BARK also uses natural preservatives like Canola Oil, Citric Acid (preservative), Vinegar, Rosemary Extract, Green Tea Extract, Spearmint, Vegetable Glycerin, and Mixed Tocopherols (preservative).

**Where are the treats made?**

These treats are sourced and baked from quality ingredients, right here in the USA.



### **What if my dog has allergies?**

BARK formulates this recipe to avoid most major allergens to dogs. The recipe is both protein free and nut free. In the rare case that your dog does not react well to the treats, or even if your dog doesn't like the treats, you can email [Happy@BarkBox.com](mailto:Happy@BarkBox.com) and BARK will replace the treats for free until BARK finds a recipe your dog loves!

### **Safety**

#### **Are these products safe for dogs?**

BARK takes crazy pride in safety and tests all toys and treats before they are produced. While BarkBox is confident in the safety of all of their products, they always recommend supervised playtimes with the toys in case your dog destroys the toy. Even though your dog might love to find the squeaker, they recommend replacing the toy once the squeaker has been found.

#### **What size dogs are these products designed for?**

BARK designed these products to be fun and safe for all dog sizes. The Pose & Play Beret is safe for all sized dogs to have fun with (and looks great on their heads, too!). Each of the treats are scored in the middle, so they break up into smaller pieces for smaller dogs or can be given whole to larger dogs.

#### **What if a human accidentally eats a treat?**

After being pleasantly surprised by how delicious they are, a person can also rest assured there are no ingredients in the treats that are harmful to humans.

### **Operations**

#### **Will my girls have to deliver the BarkBox to their customers?**

No, the BarkBox is an online only offer and will direct ship to the customer.

#### **Will consumers have a different check out process for the multiple options offered in the Fall Product Program?**

The entire checkout process will go through the Girl Scout's online storefront (M2 Media platform). However, there will be separate storefronts based on the items the customer is purchasing. Customers will check out of the storefront(s) based on items being purchased.

#### **Will BARK solicit Girl Scout customers after they purchase the Girl Scout branded BarkBox?**

No, BARK will not share or solicit information from Girl Scout customers.



## **Tervis® Tumbler FAQs**

### **Overview**

#### **Why is Girl Scouts adding Tervis® tumblers to the Fall Product Program?**

Tervis® provides a wide selection of premium insulated tumblers and water bottles, ranging from top sellers to your favorite MLB®, NFL®, and collegiate sports teams and more. The addition of this product line broadens the Fall Product Program lineup to ensure all consumers can find a product they love, while simultaneously supporting their Girl Scout and her troop.

#### **When will Tervis® tumblers be available for purchase?**

Tumblers are available to purchase online during the the Fall Product Program starting Sept. 9, 2023

### **Operations**

#### **Will my Girl Scout(s) have to deliver the Tervis tumblers to their customers?**

No, Tervis tumblers are an online only item and ship direct to the customer.

#### **Will consumers have a different check out process for the multiple options offered in the fall sale?**

The entire checkout process will go through the Girl Scout's online storefront (M2 Media platform.) However, there will be separate storefronts based on the items the customer is purchasing. Customers will check out of the storefront(s) based on items being purchased.

### **Financials**

#### **What is the retail price of the Tervis tumblers?**

It varies.

#### **How much do troops earn in proceeds for each Tervis tumbler sold?**

Troops earn 13% in proceeds for each Tervis tumbler sold and girls earn credit towards rewards.



### **Customer Service**

#### **If there is an issue with a Tervis® tumbler or BarkBox, who manages the customer service inquiries?**

M2 Media will manage all customer inquiries for Tervis® tumblers and BARK (as they do for all other fall products). For Customer Service, people can contact M2 Media by phone or by submitting a ticket (email): [support.gsnutsandmags.com](mailto:support.gsnutsandmags.com) OR 1-800-372-8520.