



Girl Scouts of Colorado Retail

Frequently Asked Questions During Temporary Closure

- Is the Girl Scouts of Colorado Shop open?

Due to COVID-19 concerns, the physical shop location in Denver is currently closed to in-person shopping.

- How can members purchase badges, patches, uniform items, etc.?

Online

For GSLE materials and select GSCO merchandise, 24-hour shopping is available at <https://www.girlscoutshop.com> or <https://www.girlscoutshop.com/COLORADO-COUNCIL/COLORADO-COUNCIL-PRODUCT-LIST>. Check back often for GSUSA purchase and shipping promotions.

NEW! Shop locally 24 hours online. Check out our new Council's own online order form! Submit and you'll be contacted for payment and shipping/pickup options. Items added weekly.

By phone/email

GSCO retail associates are available by phone and email Monday- Friday 9 a.m.-5 p.m. to help with questions and orders. Contact: 303-607-4880 or retail@qscolorado.org. If you reach voicemail, leave a detailed message and we will return your call as soon as possible. Do not leave payment information on our voicemail. You will be contacted by phone to confirm availability of merchandise, shipping/pickup options and payment.

- How can members purchase merchandise directly from the GSCO retail shop?

GSCO retail associates can answer questions by phone and email, take orders, and confirm your total, including any applicable shipping. In-stock items are immediately available. Items that need to be ordered from GSUSA or other vendors may experience significant delays.

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- What types of payment does the GSCO Shop accept?

Payment can be made by phone only using a credit card, GSCO gift card, or Cookie Credits.

- Can members use Cookie Credits on the GSUSA website?

No. According to IRS regulations, Cookie Credits are earned and must be spent in Colorado.

- What if merchandise on the GSUSA website is backordered or unavailable? Can the GSCO Shop help?

Yes! GSCO retail associates can check in-store stock and availability to order GSLE merchandise. Certain items are unavoidably delayed or out of stock.

- How much is shipping?

GSUSA is continuously running shipping promotions and discounts. Check back on the website often for details.

GSCO is extending free shipping to customers located in Colorado, some exclusions, and excess weight charges may apply.

- Can members still order fun patches?

Yes! Email retail@qscolorado.org with your order. Be sure to include quantity, item number, and description and/or image of the patch. If patches are in stock, a GSCO retail associate will contact you right away for payment and shipping/pickup info. If items need to be ordered, please allow up to three weeks for delivery, and we will contact you for payment and shipping info when we receive patches.

- Can the GSCO Shop accept returns?

No. The GSCO Retail Shop is temporarily unable to accept any returns. Given the current challenges related to COVID-19, GSCO is taking all steps necessary to ensure the safety of our customers and our employees. We understand that pausing returns causes a temporary inconvenience to customers but believe it is critical that we focus on safety first.

Merchandise purchased online through girlscoutshop.com cannot be returned to council retail shops. See website for full return policy.

- Is curbside pickup available at the GSCO Shop in Denver?

YES! Beginning July 6, 2020, the GSCO Shop is offering non-contact pickup in Denver. Retail associates are accepting orders and inquiries by phone, online form and email. You will be contacted by phone for payment and shipping/pickup options, generally 24 hours from payment in full.

- I placed my order through GirlScoutShop.com and need help.

GirlScoutShop.com is managed by GSUSA. Call 800-811-9342 for assistance with an online order or return.