



Girl Scouts of Colorado Retail

Frequently Asked Questions – Non-Contact Pickup at Denver Shop

- Is the GSCO Shop open?

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

- How can members purchase merchandise directly from the GSCO Shop?

GSCO retail associates are available by phone and email Monday through Friday 9 a.m.-5 p.m. Contact: 303-607-4880 or retail@gscolorado.org. They 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.

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.*

Get more information by downloading [the shop closure FAQ](#).

- What options are available for merchandise fulfillment?

- 1. Statewide shipping is currently free for items purchased from the GSCO Shop. Some exclusions apply.*
- 2. Non-contact pickup is available at the GSCO Shop in Denver.*
- 3. Shopping at girlscoutshop.com ships from GSUSA (shipping fees and promotions may vary) or may be fulfilled by the GSCO Shop and options #1 & #2 are available.*

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

Beginning July 6, 2020, the GSCO Shop is offering a non-contact option for customers who wish to pick up merchandise in Denver.

- How can I pick up merchandise in Denver? When will it be available?

Non-contact pickup is easy and most orders are ready within 24 hours of confirmation!

1. *Place your order by phone, online form or email.*
2. *Wait for confirmation from a retail associate who will call or email with in-store availability, quantity, price and confirmation of fulfillment – shipping or online.*
3. *Once merchandise is picked from the sales floor or received by special order, a retail associate will contact you by phone for payment by credit card, GSCO gift card or cookie credits only. She will also confirm your pickup date. *Do not share payment information by email or voicemail.*
4. *Pick up your package in the bin outside the GSCO Shop!*

- I've ordered and paid, now what?

Picking up your package is easy!

1. *A retail associate will confirm your date of pickup.*
2. *Your order will be available any time between 9:30 am – 4:30 pm Monday - Friday*
3. *Upon arrival, park safely and call 303-607-4880.*
4. *Your order will be placed in a clear bin outside the GSCO Shop which is located at 1485 S. Colorado Blvd in Denver (Colorado Blvd & Florida Ave). The Shop is on the 2nd floor which can be reached by the front stairs or rear elevator.*
5. *Your order will be marked with your last name and contain a receipt.*
6. *If circumstances do not allow a customer to reach the second floor, a Retail associate can make alternative no-contact arrangements with enough notice.*

- What happens if merchandise I need is not in stock at the GSCO Shop?

GSCO retail associates can offer options including special order or girlscoutshop.org (GSUSA). They can also answer questions about available inventory, backorders and unavailable items.

- How do I know my items will fit (clothing, uniform items)? If I am coming to the store, can't I just try on?

A retail associate will help you choose the best size. To maintain cleaning and sanitizing standards, the GSCO Shop is not open to customers and we are not accepting returns or exchanges at this time. When we can, we will be excited to welcome you back!

- When will my order be ready? How long does it take to receive special order items from the GSCO Shop?

A retail associate will explain availability when processing.

In-stock items are immediately available and will be ready for shipping or non-contact pickup within 24 hours of payment.

Items that need to be ordered from GSUSA or other vendors may experience significant delays, particularly due to challenges in nationwide/worldwide manufacturing and delivery.

- Can I return or exchange items?

No. The GSCO Shop is unable to accept any returns or exchanges. 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.

Unopened merchandise only with a valid receipt may be able to be returned or exchanged as the GSCO Shop moves into an in-person shopping phase in the future. Do not mail merchandise back to the GSCO Shop.

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

- When will the GSCO Shop open for in-person shopping?

The GSCO Shop is following capacity and social distancing guidelines per Denver City & County regulations. Our small retail footprint cannot accommodate in-person shoppers in a meaningful way at this time. We are exploring virtual sales, shopping by appointment and other creative ideas to be implemented as we are able.