

Bark Box and Tervis® FAQs

Overview

Why is Girl Scouts adding BarkBox to the Treats & Keeps 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. Over 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.

Why is Girl Scouts adding Tervis® tumblers to the Treats & Keeps 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. M2 Media will offer this additional product line in the Fall Program this year; all items will be shipped directly to customers. The addition of this product line broadens the program lineup to ensure all consumers can find a product they love, while simultaneously supporting their Girl Scout and her troop.

When will the Girl Scout BarkBox and Tervis® tumblers be available for purchase?

The BARK + Girl Scouts Mini Box and Tervis® tumblers will be an online only item on the M2 Media platform, available in the Treats & Keeps starting in Fall 2023 as a pilot. This offering will be reevaluated at the end of the season for future partnership opportunities.

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.

Will girls have to deliver the BarkBox or Tervis® tumblers to their consumers?

No, both items are an online only offer and will direct ship to the consumer.

Are Bark Boxes delayed for shipping?

Yes. While available without shipping delays at the beginning of the program season, Bark Boxes continue to fly off of the shelves nationwide. While the Bark Box team is ramping up production to meet demands, after October 1, customers purchasing Bark Boxes will see updated shipping information on their purchase page indicating that their order will be delayed for shipping in February. If customers choose to continue with their purchase, they will be reminded of their extended shipping timeframe via their confirmation email and a monthly email reminder until the product ships. If customers choose not to make a Bark Box purchase, no worries, they'll have full access to purchase all of the other wonderful

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product items available on a girl's online store that aren't impacted by delays in shipping. Note: Girls and troops will receive full credit for their sales and earn proceeds as they normally would, even on Bark Boxes with delayed shipping.

What if a consumer cancels their order after GSGATL's program season has closed?

Customers will be notified when ordering that there are no cancellations or refunds on these items.

Will consumers have a different check out process for the multiple options?

The entire checkout process will take place on the M2 Media platform. However, there will be separate store fronts based on the items the consumer is purchasing. Consumers will check out from each product's storefront based on the item selected.

Where should customers direct questions regarding the status of their order?

Customers will receive a monthly email reminding them of the delayed shipping timeframe (February 2024). Additional questions can be directed to the M2 Media Team who manages customer inquiries for fall products. For Customer Service support submit a ticket (via email) to support@gsnutsandmags.com OR 1-800-372-8520.

Costs

What is the cost of the Girl Scouts themed Mini BarkBox?

\$19.99

What is the cost of the Tervis® tumblers?

\$27.99 to \$49.99

What is the BarkBox shipping cost?

A flat \$5 per delivery address shipping fee.

What is the Tervis® tumbler shipping cost?

Shipping costs for the customer will be \$5.99 per tumbler for the first three purchased and an additional \$1.00 for each additional tumbler.

Why are shipping rates for nuts and chocolates higher than BarkBox?

Each product program vendor sets their own shipping rates for their products, so costs will vary.

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If I order nuts/chocolates and a BarkBox or Tervis® tumbler, is shipping consolidated?

No, each product will be a separate transaction requiring separate shipping. Your nut/chocolate order will come from the nut company shipping facility. BarkBox and Tervis® tumblers will be shipped directly from their respective vendors.

BarkBox: Subscribers, Treats & Safety

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 Treats & Keeps 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 not replace your monthly box. The BARK + Girl Scout BarkBox are not yet offered to the public. This will be exclusively sold online by Girl Scouts during the Treats & Keeps 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.

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 and BARK will replace the treats for free until BARK finds a recipe your dog loves!

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Are these products safe for dogs?

BARK takes crazy pride in safety and tests all toys and treats before they are produced. While we're confident in the safety of all of our products, we always recommend supervised playtimes with our toys in case your dog destroys the toy. Even though your dog loves to find the squeaker, we recommend replacing the toy once they find the squeaker.

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.