



# Online Items FAQs

Magazines, Personalized Items, BarkBox and Tervis®

## Chocolate & Nuts

### **Why aren't the items offered online for shipping available for girl-delivery?**

Girl Scouts are only allowed to offer up to 16 items on a standard order card for direct delivery to customers. Additional product options and specialty items are then only offered online for direct shipping.

### **What are the shipping costs?**

Shipping for chocolate/nut items vary depending on the recipient's address. To obtain an accurate snapshot of shipping costs, customers will need to review their options online with respect to the specific delivery address. Customers will be able to choose either standard shipping or expedited shipping (the recommended method for all orders that include a chocolate item) as part of their checkout process.

### **When will customers receive their girl-delivery items?**

After placing an order for in-person delivery, customers can expect to receive their products in-hand sometime after November 18. Girl Scout troops will have products in-hand to distribute to girl/parents the week of November 18 at which time they will begin contacting customers to schedule deliveries. GSGATL encourages girls to have all products distributed no later than December 9.

## Magazines

### **What magazines are being offered?**

There are hundreds of magazines that can be purchased through this program including some of the most popular titles: Time, Real Simple, Sports Illustrated, Travel + Leisure, Sound & Vision, US Weekly, and Food Network just to name a few. Titles also include listings for children as well as digital editions.

### **When will customers receive their subscriptions?**

Because all magazines are not on the same subscription cycle they vary largely in their mailing cycles. Renewals begin when the old subscription expires. M2 customer service can be reached at: 1-800-372-8520 and is available to answer any questions a customer has regarding their purchase and magazine subscription cycle.



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### **Can magazines be delivered outside of the US?**

We are only able to deliver magazines to addresses within the United States, including APO and FPO military addresses.

### **Personalized Items**

#### **What options are offered for Personalized items?**

The personalized items being offered this Fall season include stationery, notepads and picture frames.

#### **What do the items cost and how much is shipping?**

Prices will range from \$21 to \$61. Shipping costs for customers will be \$14.99 for the first item and \$4 for each additional item purchased within the same order being delivered to the same address.

### **Tervis® Tumblers**

#### **What options are offered for Tervis® tumbler?**

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.

#### **What is the cost of the Tervis® tumblers?**

\$27.99 to \$49.99

#### **What is the Tervis® tumbler shipping cost?**

Shipping costs for the customer will be as follows:

1st Tumbler is shipped for \$7.99

2nd and 3rd are shipped for \$5.99 each

4th+ tumblers are shipped with all the others for only \$1 each.



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### **Will girls have to deliver the Tervis® tumbler to their consumers?**

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

### **Will consumers have a different check out process if they want to purchase a Tervis® tumbler and something from another product line?**

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 and it's associated shipping costs. Each item will ship from it's respective vendor.

## **BarkBox**

### **What options are offered by BarkBox and how much are they?**

Mini BarkBox 1:  
Beret toy & 1 treat canister  
\$19.99

Mini BarkBox 2:  
S'mores Stick toy & 1 treat cannister  
\$22.99

Full BarkBox  
S'mores Stick toy, Pup Patches toys & 1 treat cannister  
\$27.99

*\*Boxes will be available while supplies last. There will not be an opportunity to purchase these items again in the season once quantities are "sold out".*

### **What is the BarkBox shipping cost?**

A flat \$5 per delivery address shipping fee.

### **Will girls have to deliver the BarkBox to their consumers?**

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



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### **Will consumers have a different check out process if they want to purchase a BarkBox and something from another product line?**

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.

### **Do I need a subscription to BarkBox to purchase one?**

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.



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### **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!

### **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.

## **General:**

### **Who do I contact for an issue with a product bought online?**

M2 Media will manage all customer inquiries for personalized items, magazines, BarkBox, and Tervis® Tumblers. Customers can contact M2 Media by phone or by submitting an online ticket (email): [support@gsnutsandmags.com](mailto:support@gsnutsandmags.com) OR 1-800-372-8520.

### **How can a customer donate to Treats4Good online?**

Donations to Treats4Good for first responders can be made online by entering in quantities in the column for Care to Share. For \$8 ea., customers will be able to purchase chocolate/nut items that will be sent to military men and women via GSGATL partnering military organizations at the close of the program.