

Retail FAQ Quick Sheet

You've got questions. We've got answers! From information about pop-up shop requests and online promotions, to an updated return policy, this sheet is meant to help you navigate our retail changes. Our goal is to provide the best customer service our customers.

***Be sure to check out our shop page on the website for more detailed information
www.girlscoutsdiamonds.org/shop***

All purchases in our shops AND the online store support Girl Scouts – Diamonds of Arkansas, Oklahoma & Texas.

What are your shop locations and hours?

Location	Address	Hours
Central Arkansas	11311 Arcade Drive Little Rock, AR 72212	8:30a – 5:30p Monday – Thursday Closed 1:00p – 2:00p 8:30a – 1:30p Friday
Northwest Arkansas	5506 Walsh Lane, Ste. 108 Rogers, AR 72758	8:30a – 5:30p Monday – Thursday Closed 1:00p – 2:00p 8:30a – 1:30p Friday
Northeast Arkansas	3434 One Place Jonesboro, AR 72404	8:30a – 5:30p Monday, Wednesday & Thursday Closed 1:00p – 2:00p
<p>Contact Us! retail@girlscoutsdiamonds.org 1-800-632-6894 (option #3)</p>		

Methods to get merchandise?

1. Online shopping at www.girlscoutshop.com
2. GSUSA Offline Order Form
3. Stop by and see us at any of our three Girl Scouts – Diamonds retail shop locations
4. Pop-Up Shops
5. Merchandise pre-orders by:
 - a. Phone: 1-800-632-6894 (option #3)
 - b. Email: retail@girlscoutsdiamonds.org
 - c. Mail: Girl Scouts – Diamonds
c/o Retail Specialist
3434 One Place
Jonesboro, AR 72404

What is your return policy?

Girl Scouts - Diamonds has an exchange only – no refund policy.

Exchanges are accepted in-store at any Girl Scouts – Diamonds shop and by mail using the Shop Merchandise Exchange Form within 60 days of the original purchase date.

If using the Shop Merchandise Exchange Form, customers are responsible for the postage cost to send exchanges to Girl Scouts - Diamonds, however Girl Scouts – Diamonds will assume the financial responsibility of mailing merchandise substitutions back to the customer.

Receipt, original packaging and tags are required.

Items purchased online from GSUSA can be exchanged at any Girl Scouts – Diamonds shop location if the item is currently carried in Girl Scouts – Diamonds shop inventory.

What are your accepted methods of payment?

- Cash or Money Order
- Check (requires date of birth, driver's license, address and phone number)
- Credit Card: Visa, Mastercard, American Express, and Discover
- Traditional Product Program Credits (Fall/Cookie Bucks)
 - At this time, we are unable to accept Product Program Credits at pop-up shops
- Girl Scouts – Diamonds Issued New Troop Vouchers

How can I use Product Program Credits (Fall/Cookie Bucks)?

There are two types of Product Program Credits to choose between during reward selection:

Traditional Product Program Credits:

These credits can be used for the following Girl Scouts – Diamonds Council purchases: membership fees, camp fees, program fees and brick and mortar shop merchandise. Traditional Product Program Credits cannot be processed online.

New! Online Only Product Program Credits:

These credits can **only** be used to make online shop purchases through www.girlscoutshop.com.

Pro Tip: When selecting Product Program Credits, keep in mind the following:

- Is there a shop location within a convenient distance?
 - If your answer is no, the Online option may be a better fit for your needs.
- How do I plan to use my program credits?
 - If you plan to use your credits for camp, the Traditional credits would be a better fit for your needs.

Can't make it to a Girl Scouts – Diamonds shop? Traditional Product Program Credits are accepted as payment for pre-orders by phone or mail.

Can I request a Pop-Up shop for my region?

Absolutely! Pop-Up Shops can be requested by service unit volunteers for service unit events and by Girl Scouts – Diamonds staff for council hosted events. *Be sure to check our website for specific requirements.* Pop-up Shop Request forms must be submitted to retail@girlscoutsdiamonds.org a minimum of 30 days prior to the scheduled event date

Guess what? A pop-up shop may be coming to your area soon. Check out the online Pop-Up Shop calendar!

Can I request extended shop hours?

Absolutely! Extended Shop hours can be requested by service unit volunteers and by Girl Scouts – Diamonds staff. *Be sure to check our website for specific requirements.* Extended Shop Hour Request forms must be submitted to retail@girlscoutsdiamonds.org a minimum of 15 days prior to the listed event date and a minimum of 30 days for merchandise pre-orders.

Guess what? The Girl Scouts – Diamonds shop near you may have scheduled extended hours. Check out the online Extended Shop Hours calendar!

How can I register for memberships, programs, camp, etc.?

One of the best methods for membership, program, camp, etc. registrations is online. The Fort Smith and Texarkana office locations will provide a kiosk that allows customers to shop online and register for various Girl Scout memberships and programs. Credit card payments are accepted for this method.

If a volunteer and/or parent is interested in submitting payment by check or money order, a mail station will be provided at both the Fort Smith and Texarkana offices. This station will provide necessary forms, envelopes and postage needed to mail various registration forms.