

# FAQs

## What kinds of things can I buy at the GSEP shops?

We fully stock all your official Girl Scout needs, from Daisy Tunics to Adult Uniform insignia! We carry a full line of fun patches and can even special-order patches for you! Ask about Troop Flags, name tags and merchandise that can help bling your Cookie Booth. The Girl Scout Shops aren't just for troop needs- we carry an assortment of Girl Scout and council apparel, gifts and many other fun items for anyone who wants to show their Girl Scout support!

## Can't I just shop online?

Yes, you can shop at [www.girlscoutshop.com](http://www.girlscoutshop.com). You will still be supporting girls in your area, but your purchase is being made with GSUSA. That means we might not be able to help you with returns or other issues with your online order. And while Troop Leaders are always tax exempt at our stores, that's not the case when you buy online. Promotions that are offered online are not always available at council stores. Finally, not everything we carry in our stores that is GSEP branded is available online.

## Explain that Sales Tax thing to me again?

Purchases made by the troop leader are always exempt from sales tax when they shop at our council shops. However, all purchases made online are subject to sales tax.

## You don't have a store near me. How am I supposed to shop?

We have three traditional stores in our nine-county footprint: Valley Forge, Shelly Ridge (in Lafayette Hill) and Jane Seltzer (Rhawn Street, Philadelphia). A fourth location is coming at Mountain House (Allentown.) The Mobile Shop serves areas in Birdsboro, Doylestown, Kennett Square, Lansdowne, Media and Oxford. While the Mobile shop doesn't carry everything we have in the shops, we make every effort to give those customers the best service and help in finding everything they want and need! You can also find us in Virtual PopUp shops, announced monthly on the shops page.

## I have a lot of girls in my troop and not a lot of time to come to the store. How can you help?

You can always send us your order in advance! This is a great way to make sure we have everything in stock for your troop which can be a real time saver! We even have an email address just for your shop needs. Just send your order to [retail@gsep.org](mailto:retail@gsep.org). It's always helpful to give us some information in the email- your troop number, location you want to visit, how you want to receive your order, and a phone number to reach you. Look on the shops page for a link to downloadable order forms. Please do *not* send credit card information with your email- we want to protect your identity!

## A girl in my Troop has Financial Aid and/or Adventure Credits to use. Can't I pick up her purchase?

Financial Aid and Adventure Credits are awarded to the girl and her family, so they should be used by the family. However, we know that isn't always convenient. We will be happy to work with you, we just need to hear from the family first. Families can email [memberservices@gsep.org](mailto:memberservices@gsep.org) or [retail@gsep.org](mailto:retail@gsep.org) or even call into member services at 215-564-2030. They should let us know the girl's name and that the troop leader has permission to use her funds. We'll make a note of it and take care of the rest.

## I heard the stores aren't always open. How can I find out when they are closed?

There are times we need to close the service centers and stores for staff meetings, trainings, inventory, and even bad weather. We make every effort to post these closings with plenty of notice on our website, on social media, in GSEP News and Newsbytes and more. The most effective way to find out about changes to our hours is to join Team App. Team App is available on Google Play or the App Store. Once you download the app, search for GSEP and find the "team" called GSEP Shops. We use this to send up to the minute information about shop hours and promotions, especially on weekends when the website isn't updated. Don't have a smartphone? You can sign up at [TeamApp.com](http://TeamApp.com) using your email address instead!