

# FAQs

## **I'm a parent, not a troop leader. Can I buy from the shop?**

Yes! 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. 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.

## **Does the store carry all the same things as the online shop?**

Our stores carry all the required uniform and badge items as well as many of the fun things you see online. However, we can't carry everything! If you see something online that you would like to order, we will be happy to order it for you for pickup at a council store. The only items we can't order are ones that say "Online Only" or "Ships from Council".

## **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 didn't realize I would have to buy a uniform. Is there any financial aid for this?**

Financial Aid shop certificates are awarded to qualifying girls with current memberships. The shop certificate is valued at \$25 and can be applied for separately or in conjunction with a Financial Aid membership. This \$25 can be used for uniform components and printed leadership materials only. To apply for a shop certificate with your request for a Financial Aid membership, simply follow the instructions in the application online. To apply solely for a shop certificate, please email [memberservices@gsep.org](mailto:memberservices@gsep.org) and put FA: Shop Cert in the subject line.

## **Am I allowed to buy badges or badge requirements for my Girl Scout to work on by herself?**

Yes! Girl Scouts are encouraged to try new things through badge work. You should discuss your plans with your troop leader in case they are already planning something, but you can always purchase badge requirements and badges on your own!

## **I need some help figuring out what to get for my Girl Scout. Is there any other way I can get help?**

The Shops team has LiveChat hours posted on our website. These hours are dedicated time to help you through the LiveChat function. Please visit the shops page of the website for LiveChat hours.

## **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!