

FREQUENTLY ASKED QUESTIONS

Damaged Cookies

If a Troop has a package that is damaged, it can be exchanged for the same variety at any Council office.

If you are unable to bring it to a Council office, a credit can be given for the package. Please contact Customer Care and describe the problem and provide the lot information from the end of the package. You may be asked to provide a picture of the damage.

Quality Complaints

Customer service is very important to the Girl Scouts of North East Ohio and Little Brownie Bakers. As a representative of GSNEO, you may be called upon to provide extra customer service during the sale.

Any problems should be reported by phone as quickly as possible to GSNEO at 800-852-4474 during business hours. For product concerns, consumers can contact Little Brownie Bakers at the number provided on the packaging.

Unsold Cookies

A troop is financially responsible for all the cookies received during the cookie season. Should you have any cookies left over towards the end of the sale, the troop will pay for those in April with the ACH using troop profit.

Your troop should continue to sell these cookies and deposit funds into the troop bank account to recoup the loss of profit. Be sure to communicate with the girls and caregivers about the extra product and come up with a plan to sell the cookies.

Some Suggestions:

- Girls can divide the leftover cookies and sell them door to door.
- Taking the cookies to an area of concentrated population can be an efficient way to move the most products in the least time. Apartment complexes, office buildings and retirement centers fall into this category. Be sure to get permission first.
- Participate in another booth sale. See booth sale procedures starting on page 20 of the Troop Manager Guide. Council must approve My Sale locations before you approach the store.
- Cookies can be sold until the expiration date on the box. If you sell through the summer, keep your cookies cool. Maintain the quality of your product.

Is my cookie, snack, or magazine purchase tax deductible?

When you purchase product and take it home or consume it, you have purchased it at a fair market value. For this reason, no portion of this product is tax deductible. Customers who have purchased cookies for Operation: Sweet Appreciation or any other Gift of Caring program (cookies which are donated to charity and not for personal consumption) may count that purchase as a charitable deduction. There is a donation receipt available in the eBudde Help Center.