Girl Scout Cookie Pick-Up Information

Picking up a cookie order is exciting, and there are a few steps to take to ensure everything goes smoothly.

First, troops are responsible for counting and verifying the total number of cases received. When in doubt, recount!

Action steps for a smooth pickup day:

- Know exactly how many cases were ordered of each variety.
- Arrive at the scheduled pick-up time.
- Ensure there are enough vehicles to load the order (see chart).
- Line up the vehicles at the same time.
- Check in and receive a pick-up ticket.
- Give the pick-up ticket to the loader and count cases as they are loaded in the vehicle(s).
- Sign for the order and take the receipt.

How many cases can your car carry?

Compact car	23 cases
Hatchback car	30 cases
Standard car	35 cases
SUV	60 cases
Station wagon	75 cases
Minivan	75 cases
Pickup truck	100 cases
Cargo van	200 cases

Can I return cookies?

No. Cookies cannot be returned once they're picked up.

- Troops are responsible for counting and verifying the total number of cases.
- Troops accept financial responsibility by signing the receipts. Once receipts are signed, case counts are final and cookies are the property of that troop.
- When in doubt, recount. Wait until the case count is confirmed to sign the receipt.

Damaged Cookies

Damaged cookies are considered smashed, crushed or open boxes that make them unsellable. Always inspect cookie cases, and do not accept damaged cases.

Damaged Cookies – Initial Order (IO)

- If cookies are damaged at the IO pickup, contact GSWCF to report the damaged case. This must be reported within **48 hours of the IO pick up**. GSWCF will coordinate with you to exchange the cookies with the warehouse.
- Once approved, the damaged case will be returned to the warehouse that provided it. **Exchanges for damages from IO are to occur by Feb. 16.**
- **Use this form: https://gswcf.jotform.com/form/2027-initial-cookie-order-pick-up**

Cookies Damaged – Pending Orders

- Warehouses cannot accept a damaged package (box), but they can accept a full damaged case – if the full case is considered damaged.
- Damaged cases must be returned to the warehouse where the cookies were picked up. Damaged cookies cannot be returned to a mobile cupboard.
- A damaged package can be exchanged through a damaged cupboard. Damaged cupboards are operated by service unit volunteers.
- Damaged or missing cookies must be reported within 24 hours of pick-up from the warehouse.
- **Use this form:** https://gswcf.jotform.com/form/2027-damaged-missing-cookie-package

Cookies Damaged – Customer

- A customer complaint about damaged cookies should be directed to the phone number on the side of the cookie box.

Take stock and restock! (Get #s for 2027 Cookie Sale)

Deciding how many packages to order for booth sales isn't an exact science, but here are average sales per cookie variety* to provide guidance on how many to order:

Thin Mints	28%
Samoas	19%
Tagalongs	13%
Exploremores	8%
Adventurefuls	8%
Do-si-dos	8%
Trefoils	7%
Lemon-Ups	6%
Toffee-tastic	3%

**Based off 2026 sales.*

Storage of Cookies

Do not store cookies in a car, direct sunlight, in a garage, on a cement floor, on a porch, or patio, or in any warm place where animals, bugs, or water can reach them. Remember, you are responsible for these cookies even if they get wet, melt from heat, or otherwise become unsellable.

Return Policy

There is no return or exchange policy on any cookies. Troops and caregivers who sign for cookies cannot return or exchange them to the troop or to the cupboards/council.

Troops are encouraged to use the Cookie Exchange on eBudde.