

## Frequently Asked Questions

### Who can participate in Treats and Reads?

All registered Girl Scouts Heart of Michigan girl members may participate in the Product Program. Girls in troops, school programs, series and individual-ly registered girl members are welcomed to join in on the fun.

### Can I order or renew subscriptions not listed in the brochure?

No, unfortunately, only the magazines listed in the brochure can be purchased or renewed.

### Can a business order magazines?

Yes, however the subscription must be sent to a specific individual.

### Where can girls sell products?

Girl Scouts in Heart of Michigan may sell products within their council's regional boundaries. There are no restrictions on where a girl can sell within her region. No girl, troop, or service unit has exclusive rights to any neighborhood, town, area or street. Safety Activity Checkpoints should be followed at all times.

### Can products be returned or exchanged?

Once products have been delivered to a girl and signed for by her guardian, no product is eligible for return or exchange. Should you find damaged product after signing for it, please contact your Regional Product Program Specialist immediately for a replacement. Should additional product be needed after the initial order is placed, contact your Regional Product Program Specialist.

### Can a customer write a check for product?

Yes, but girls should only take checks from customers with whom they are familiar. Make sure all contact information is correct, the customer phone number is on the check, and the check is signed and made payable to GSHOM.

### When do Girl Scouts collect money?

All money is collected when the items are ordered. Any item not paid for at time of order placement should not be processed through the M2 system or through the product cupboard.

### What is done with the information sent to M2?

M2 does not rent or sell any addresses or use them for any other purpose.

### Where does the money go?

All proceeds stay within Girl Scouts Heart of Michigan to support all girls. Troop proceeds belong to the troop and may be used for uniforms, books, badges, trips, camp or events, etc. Girl Scouts Heart of Michigan proceeds support camps, properties, and financial aid.

### Are rewards cumulative?

Yes! A girl will earn rewards at each level for which she qualifies.

### What if a girl turns in orders with no payment collected?

Call the girl's guardian, reminding them that payment is due when products are ordered or the order cannot be submitted.

### What if there is a problem with a customer's magazine subscription?

It takes 12-14 weeks for a subscription to begin. If a subscription is entered just after an issue of the magazine comes out, the subscription may take longer to arrive.

If you have any questions, feel free to **contact the M2 Help Center:**  
800-372-8520

