

GGC *e-cookies portal*

Purchase Terms and Conditions

These purchase terms and conditions ("Purchase Terms and Conditions") govern your purchase and use of products available through e-cookies portal sale pages which are operated by Girl Guides of Canada-Guides du Canada ("GGC"). By making a purchase through e-cookies portal, you acknowledge and agree to the following terms. Thank you for participating in e-cookies portal!

Order Processing

- Upon placing your order, e-cookies portal will generate and email you an electronic receipt showing the items ordered and your order confirmation number.
- Customers can purchase 4-12, 24, 26, boxes through one order. Any deviation to these amounts (in drop down on selling page) will need to be split into multiple separate orders.
- The e-cookies portal will send you a shipping confirmation via email with a tracking code so that you can track your order directly with the common carrier.
- GGC may, in its sole discretion, choose to not process or to cancel your order in certain circumstances. This may occur, for example, when the product you wish to purchase is out of stock or has been mispriced, we suspect the request is fraudulent, or in other circumstances GGC deems appropriate in its sole discretion. GGC will either not charge you or refund the charges for orders that we do not process or cancel after processing.
- GGC also reserves the right, in its sole discretion, to take steps to verify your identity to process your order.

Pricing

- Cookies are \$5 per box, with a minimum 4 box order. The final cost of your order will reflect the number of boxes you selected. There are no taxes on the cookies.
- The final cost of your order will include the flat-rate shipping and handling plus taxes on this part of your order. This final cost is based on the number of boxes you ordered.

Quantity of Boxes Per Order 4 box minimum purchase	Flat Rate Shipping and Handling Fee (before taxes)
4 boxes	\$8.00
5 - 6 boxes	\$9.25
7 – 8 boxes	\$10.25
9 - 10 boxes	\$12.25
11- 12 boxes	\$14.25
All request for more than 12 boxes within a single order must be ordered in 12 lot increments. Cost for shipping & handling for every 12 boxes is \$14.25 per.	

- GGC strives to provide accurate pricing information regarding the products available on the e-cookies portal. We cannot, however, ensure against pricing errors. GGC reserves the right, at its sole discretion, to not process or to cancel any orders placed for a product whose price was incorrectly posted on the e-cookies portal as a result of an error. If this occurs, GGC will notify you by email. In addition, GGC reserves the right, at its sole discretion, to correct any error in the listed price.

Payment

- All orders will require payment by Mastercard or Visa at the time of placing the order.
- Credit card information is not retained for future sales.

Returns

- **Not able to deliver**
 - Should the shipping company be unable to deliver to the address you have provided, the parcel will be returned to the distribution centre.
 - All efforts will be made to reach you for corrected information.
 - Should contact be unsuccessful, your order will be refunded.
- **Damaged Product**
 - Damaged cookies delivered to a customer should be reported to either ckhelp@girlguides.ca or to our customer service line 1-800-507-7564. Refunds will be given at the discretion of our site administrators and help line.