



A message from CEO Alison Wilcox re: Raspberry Rally cookies: 2/16/2023

I know many of you are so frustrated, and I and our staff team are too. Below is the most current information we have from ABC regarding online order cancellations, and you have my commitment that we will be back in touch as soon as we know more (we are learning about this in real time right along with you).

What we know: ABC Bakers has informed us that due to the overwhelming popularity of the Raspberry Rally, inventory has sold out a second time. In some cases, this happened prior to customers' orders being processed and ABC is in the process of canceling or refunding the entire order. From what we understand, ABC's ecommerce site cannot process partial shipments or issue partial refunds, therefore they must refund the order in its entirety. These refunds will be shown in customer accounts in 3-5 business days. Affected consumers will be notified automatically via email and encouraged to support their Girl Scout and reorder the other 9 available varieties. Based on the information we have, only the Raspberry Rally inventory is affected, and all other varieties are available to order.

What we're doing: We have been in contact with ABC since last night trying to understand how many of GSWNY's online orders were affected, what was affected, and what can be done to rectify it and we still have limited information. I understand how important the online cookie program is for our girls to reach their goals and share your frustration with this year's Raspberry Rally availability.

This is absolutely not the experience we wish to create for any of our girls or customers and I'm sorry if this has impacted any of your girls. I appreciate your patience, support and dedication to the Cookie Program.

We will share additional information as soon as we have it, in the meantime, if you have any questions, please reach out to customer care@gswny.org.