

**Q: What are the different types of products available?**

A: Tervis® and Stainless Steel Tumblers, variety of fragrance Candles, new Tin Soy Candles and gift boxed Cool Cards.

**Q: Where are the products available for purchase?**

A: All are available for purchase online only and ship directly to customers.

**Q: What are the prices for each product?**

A: Tervis® and Stainless Steel tumblers (20 & 30oz. are \$25 each) and 10oz are \$18

A: Share Kindness Tin Soy Candles are \$20.00 each  
Yankee Style Jar Candles are \$25.00 each

Girl Scout Custom Ceramic Candles are \$30.00 each

A: Cool Cards are \$40.00 for a gift box of 35 quality cards valued at \$150.00

**Q: What are the shipping cost for QSP Online Orders?**

A: Shipping charges are calculated separately for each shipping address.

- \$12.00 = \$7.00 shipping rate
- \$12.01 to \$20.00 = \$8.00
- \$20.01 to \$30.00 = \$9.00
- \$30.01 to \$40.00 = \$10.00
- \$40.01 to \$60.00 = \$11.00
- \$60.01 to \$74.99 = \$12.00
- \$75.00 and above = **FREE Shipping!**

**Q: How are girls and troops credited for these sales?**

A: Credit for troop proceeds and for girl rewards is treated like a magazine order. Each item is considered one order when calculating troop proceeds and girl rewards.

**Q: What sizes do the tumbler products come in?**

A: Tervis® tumblers are 24 ounces and stainless steel tumblers come in 10oz, 20oz and 30 oz.

**Q: Are the tumblers dishwasher safe?**

A: Yes, the tumblers are dishwasher safe - top rack only.

A: No, the stainless steel tumblers are hand wash only.

**Q: Are the tumblers microwave safe?**

A: Yes, the tumblers (without lid) are microwave safe.

A: No, the stainless steel tumblers are not microwave safe.

**Q: Are the tumblers BPA/PBA free?**

A: Yes.

**Q: Are the tumblers made in the USA?**

A: Yes, the tumblers are made in the USA.

A: No, the stainless steel tumblers are imported.

**Q: How durable are the tumblers?**

A: The products are highly durable backed by our 100% customer satisfaction guarantee. QSP offers a 100% customer satisfaction guarantee by calling QSP Customer Care toll free at **877-305-4146**.

Tervis® offers a Made for Life Guarantee. For more warranty info, visit [tervis.com/guarantee](http://tervis.com/guarantee).

**Q: Are the tumblers insulated?**

A: Yes, double-wall insulated to keep drinks hot or cold.

**Q: Are the stainless steel tumblers insulated?**

A: Yes, sweat-proof, double-wall vacuum insulated. This prevents hot drinks from being hot to the touch and cold drinks from being cold to the touch.

**Q: What designs are available for the tumblers?**

A: Collegiate transparent tumblers, Major League Baseball, patterned and solid color designs are available. Stainless are available in a variety of colors online.

**Q: How is the lid designed on the tumblers?**

A: The tumblers have a drink-through lid design and also have a wider opening suitable for a straw.



**Q: What candle fragrances are offered?**

A: There are a variety of candle scents available. Check the Online Store for all scents being offered.

**Q: What size are the candles?**

A: Candle sizes vary based on design. Sizes can range from (12 oz. - 20 oz.)

**Q: What kind of wicks do the candles have?**

A: All premium candle jars have lead-free, double wicks to avoid tunneling.

**Q: Are these high quality fragrances?**

A: Yes, the candles have excellent quality fragrances with higher fragrance percentage than the industry standard with True Life Fragrances™.

**Q: How long does it take for the candles to arrive?**

A: Orders with candles will begin shipping after October 1 and will arrive in 7-10 days.

**Q: Where are the candles made?**

A: All candles are manufactured in the USA. The wicking process is completed through a special needs partnership for all candles with the exception of the Share Kindness Soy Tins.

**Q: Are the candles unique to Girl Scouts?**

A: All candle labels and package labels are unique for Girl Scouts.

**Q: What if the candles arrive damaged or I'm not satisfied with the quality?**

A: QSP offers a 100% customer satisfaction guarantee...call QSP Customer Care toll free at 877-305-4146.

**Q: What comes with the Cool Cards?**

A: 35 Exclusive All-Occasion Greeting cards with coordinating envelopes enclosed in a stylish keepsake box. Each touch of kindness card is complete with design-coordinated envelope and is individually wrapped.

