

Substitution of Tagalongs FAQs – For Consumers *Updated 3/16/23*

What are the differences between Tagalongs and Peanut Butter Patties?

Check the nutritional information for [Tagalongs](#) and [Peanut Butter Patties](#) for more information. The weight of the two packages and product count (15 cookies) are the same.

Can I cancel just the Tagalongs portion of my order? Or substitute with a different variety or amount of cookie?

Due to the volume of impacted orders and system limitations, partial cancellations and other substitutions cannot be accommodated.

I want to receive the Peanut Butter Patties in place of Tagalongs - is there anything additional I need to do?

No, you will automatically be sent the Peanut Butter Patties unless you complete the form to cancel your full order.

I want to cancel my full order, but I couldn't get the link to work. What do I do?

Reply to your notification email or send an email to gsusadigitalcookie@girlscouts.org prior to 5:00 p.m. ET on Friday, March 17 and include "Cancel" in the subject line along with your order number, name and phone # in the body of the email so we can cancel your order.

I filled out the form and mistakenly cancelled my order - how do I change this?

As long as we are notified via gsusadigitalcookie@girlscouts.org prior to 5:00 p.m. ET on Friday, March 17, we can prevent your order from being cancelled. Include "Do Not Cancel" in the subject line along with your order number, name and phone # in the body of the email. (Note: This step is only necessary if you've *mistakenly* cancelled your order.) After that date, your order will be cancelled and you would need to place a new order.

I need my cookies delivered before or after a certain date – is this possible?

The cookies will ship by March 26. Unfortunately, we are unable to hold or expedite orders.

Can I change the shipping address since it hasn't shipped yet?

If you need to have an address changed for this order, we can accommodate that. Please email gsusadigitalcookie@girlscouts.org and include your order number, name and the complete new address to ship to no later than Friday evening 5:00 p.m. ET on Friday, March 17.

Why did it take so long to get my cookies/find out there was a delay?

Unfortunately, our baker who produces Tagalongs is currently experiencing supply challenges, and we are currently out of stock. We moved as swiftly as possible to source our alternate Peanut Butter Patties cookie to fulfill your order.

I didn't order Tagalongs...Why am I being notified?

Please email us at gsusadigitalcookie@girlscouts.org and include your order number, name and phone number so we can research this issue.

Will Tagalongs be available later?

Tagalongs will not be available for shipment for the duration of the 2023 cookie season.

Can the Girl Scout I ordered from just deliver my cookies to me in person?

If the Girl Scout/her family is someone you personally know, you can contact them to see if they have the cookies you would like and can deliver them to you. If they can, we can cancel your shipped order if you notify us by 5:00 p.m. ET on Friday, March 17.

I missed the deadline to complete the form or I notified someone else that I want to cancel my order and did not use the form. What will happen?

It is likely that the order has shipped to you with the Peanut Butter Patties included. Contact gsusadigitalcookie@girlscouts.org to determine the status of your order.