



Fall Product Program

M2 Media and Online Store FAQs

The selected FAQs are provided to assist Girl Scouts, Families and volunteers in responding to customer inquiries about the M2 Media specific Online Product offerings.

Please see the Council's website GSCookiesETC.org/fallproduct for Council FAQs.

Who do we call with questions regarding M2Media products?

You can call M2 Media's customer service phone number at 1-800-372-8520. You can also visit support.gsnutsandmags.com to get information from FAQ articles.

Does Trophy Nut accept cancelations or returns?

Yes, simply contact M2 Media to speak with them about cancelling or returning your order. You can also log in to support.GSnutsandmags.com for answers to many FAQs.

Can products ship to an address outside of the continental United States?

Yes, Alaska and Hawaii are 2nd day only shipping. APO addresses are possible in many situations.

What is the delivery time of orders?

Orders are shipped within 5-7 business days after the day of order. Depending on the recipients' location, once shipped, it can take up to 5 additional days for delivery.

What days do you ship 2nd day orders?

Second day orders are shipped on Monday, Tuesday, and Wednesday. This is so packages are not sitting at UPS over the weekend.

If I select 2nd day shipping, will I get my order in 2 days?

No. Orders with 2nd day shipping will also ship within 5 business days after the day of order. The 2nd day shipping only means that once the package is shipped, it will take only 2 days to be delivered.

Do you ship ice packs with chocolate items?

Yes, if selected by customer. When purchasing chocolate items, the website will automatically default to 2nd day air with ice. Customers can choose to keep this shipping method or choose a different shipping method without ice. If they choose without ice, products are not guaranteed from melting.

If my chocolate melts will it be replaced?

If 2nd day air is selected, then melted product will be replaced. If a different shipping method is selected, then there is no guarantee that product will be replaced.

How much is shipping?

This year, Trophy Nut is using a fixed shipping option for their nuts and candy during the Fall Product Program. See the chart below for the new fixed shipping options.

2024 Fixed Shipping Options for Trophy Direct Ship Products	
Items	Freight Charge
1 to 2	\$13.00
3 to 4	\$16.00
5 to 6	\$19.00
7 to 8	\$22.00
9 to 10	\$25.00
11 to 24	\$28.00
25+	15% of order
Additional Shipping options	
Ground with ice (additional) \$2.00	
2nd Day Air with Ice (additional) \$20.00	

What are my options for shipping nuts and chocolate products?

All orders with a chocolate item will default to the air shipping option which comes with a guarantee of the chocolate not melting otherwise it will be replaced for free. Customers can opt out of air shipping to a less expensive option however, it will not come with the same guarantee.

Do you have more questions about M2 Media and Online Store products?

Contact M2 Media Customer Service for all other questions regarding products, shipping and more.

M2 Media Customer Service 1-800-372-8520