

HAVE QUESTIONS?

WE HAVE THE ANSWERS!

ORDER AND CHECKOUT INFORMATION

Q: Can I split my purchase between two Scouts?

Unfortunately, you can only choose one scout to support per order. If you wish to support more than one scout, you will need to place separate orders.

Q: I just placed an order. When will my credit card be charged?

After submitting an order, the credit card that was used will be charged and an order confirmation will be received via email.

Q: Are my purchases on trails-end.com tax deductibles?

Because you receive products in exchange for your payment, only a portion of your purchase is tax deductible. The portion that is tax deductible is typically the difference in the amount you would normally pay if you bought a similar item at the grocery store vs. the price of the product you purchased on trails-end.com. Shipping and handling charges are not tax deductible.

The portion of your purchase above the product value is a donation to the Boy Scouts of America. In most cases, you only need your purchase receipt from trails-end.com to be able to deduct your donation. However, if you require additional documentation, please contact your local scouting group and verify your specific situation with your tax professional.

When you purchase a Military Donation, your full purchase is a charitable contribution since you don't receive product in exchange for your payment. This means that the purchase should be 100% tax deductible. Again, in most cases, you only need your purchase receipt from trails-end.com to be able to deduct your donation.

However, if you require additional documentation, 75% of the purchase goes to local scouting and they would need to provide additional receipts. 25% of the donation goes to the military. We are partnering with soldier's angels this year to get the donation to the troops, their families, and veterans. Their EIN is 20-0583415. As always, make sure to double check this with your tax professional, as tax laws often change.

Q: Do you accept cancellations or returns?

No, we do not accept order cancellations or returns. 75% of every online order goes back to the scout, the scout's unit and council. Due to the fundraising nature of the site, we cannot cancel an order or accept any returns.

Q: Can I change the scout or council that receives credit for my order?

No, we cannot change the scout or council that receives credit for your order. Once your order is placed, the commission returned to local scouting is recorded for the scout or council you chose to support.

Q: Are products online vs paper the same? Why do products online not match products on my paper order form?

Because each Boy Scout council offers a unique product lineup each year, Trail's End has decided to promote one product line across the entire country that is completely different than the traditional product lineup to reduce confusion for Scouts and Consumers. In the past,