

scouts and consumers see some of their council's products offered online, but not all. Additionally, the online platform will serve as our testing ground for new products that we may want to include in the traditional popcorn sale in future years.

Q: Why are products online? Why are products online more expensive than products on my paper order?

Online products and prices are set nationally. The pricing of products on your order forms are determined by your local council, and vary across the country. The prices on your order form may differ than what is being offered online. Online prices take into account a number of factors: current prices on councils' order forms, online purchasing behavior, distribution costs, credit card fees, security costs, and consumer feedback. Please keep in mind up to 75% of every product sold goes to local Scouting.

PRODUCT INFORMATION

Q: Are Trail's End products kosher?

Please view the Trail's End kosher certificate found on the [Nutritional Facts Page](#).

Q: What's the shelf life of your products?

All of our microwave products have a shelf life of 18 months. Our popping corn kernels have a shelf life of 12 months. All of our gourmet ready-to-eat products (caramel, chocolate, cheese, and pretzels) have a shelf life of seven to nine months.

Q: What is the Military Donation?

The Military Donation allows you to support the Military and Scouting at the same time. Trail's End sends various products to men and women in the Military, their families and Veterans' organizations. There are no shipping and handling charges associated with military donations.

Q: Is Trail's End packaging recyclable?

Our microwave cartons can be recycled at any facility that recycles cardboard and paper.

SHIPPING AND DELIVERY INFORMATION

Q: How do I know if my order has shipped?

After you have placed an order, an order confirmation email will be sent to the email address provided. When your order ships (usually within 2-3 business days of order placement) you will receive a shipping confirmation email with tracking information.

Q: Can I ship my order to an APO or FPO address?

Yes, trails-end.com does allow customers to send orders to Military APO and FPO addresses. All orders sent to an APO/FPR address will ship via USPS and could take up to four weeks for delivery.

Q: Do you ship to Alaska, Hawaii and/or Puerto Rico?

Yes, customers can ship trail's end products to Alaska, Hawaii and Puerto Rico.

Q: Can I ship my order to an address outside of the United States?

Not at this time. trails-end.com only accepts shipping and billing addresses within the United States, Puerto Rico, and APO/FPO addresses.