



Pathfinder/Adventurer Store

Frequently Asked Questions

www.flpathfinderstore.com

Store Coordinator, Elizabeth Bence Elizabeth.Bence@floridaconference.com 407-644-5000 ext. 2424.

PICKING UP YOUR ORDER

Customers who choose to pick up their orders will be able to pick up their orders from the Conference Office – MAIN LOBBY / Receptionist - ONLY if orders are paid in full..

This will be during regular Conference Office / Lobby Hours (9:00 am – 6:00 pm / Monday – Thursday)

Please ONLY come to pick up your order AFTER you have received email confirmation that your order is ready for pickup.

Customers may come in person to our department office to access the Online Store computers on Tuesdays 10:00 am – 1:00 pm and Wednesday 1:00 pm – 4:00 pm to place an order. Also keep in mind the other protocols we have in check.

- One customer at a time (please limit the number in your party)
- Customer must stay in designated areas only (there will be signs)
- Customer will wait in the Conference Office Main Lobby to be served one at a time in the store area.

What are the store hours?

Monday – 10:00 am – 1:00 pm / OFFICE Hours

Tuesday – 10:00 am – 1:00 pm / OPEN IN PERSON Hours

*Wednesday – 1:00 pm – 4:00 pm / OPEN IN PERSON Hours

*Thursday – 1:00 pm – 4:00 pm / OFFICE Hours

Can I place my order on the phone?

In order to keep our inventory as accurate as possible we can only accept online orders.

What should I do if I forgot my password?

If you have any account related questions you may call our Store Coordinator, Elizabeth Bence during Store hours at 407-644-5000 ext. 2424.

What if my payment is not being accepted?

Please check that your billing information matches the billing information for the particular credit card being used, including the zip code.

Please be advised that if you have made multiple attempts, your bank may have put multiple holds (not charges) on your account for the total purchase amount of your order. This may take your bank 24 – 48 hrs. to clear.

Please call our Store Coordinator, Elizabeth Bence during Store hours if you need funds to be available sooner. 407-644-5000 ext. 2424.

Is my order ready yet?

You will receive two different automated emails. The first one is a confirmation that our website has received your order. The second email will be a notification when your order has been mailed or is ready for pick-up. Please do not travel to the Store expecting your order to be ready if you have not received this confirmation.

What if I need my order this weekend?

We have various shipping options available to try and fit your needs. Please be advised that during peak season (April – June) we may need an additional 2 – 3 Business Days for processing orders. Please plan accordingly.

If I do not live in Florida can I still order from the online store?

Yes, anyone can order from our Online Store however, some limitations may apply. We have NAD Investiture items which are ONLY available to Florida Conference customers. Our Florida Honors (Pathfinders), Florida Awards (Adventurers), Florida Chips (Eager Beavers) and Florida Stars (Little Lambs) are available to all customers around the world.

What do I do if an item I ordered is on Back Order (BO)?

You do not need to do anything on your end. We try our best to keep our Store fully stocked and we apologize for any inconvenience this may cause you. However, we will be sure to mail you your Back Order item as soon as it becomes available at our Store. During/after peak season some items end up “Out of Stock” at our distributor and this may extend the wait.

How can I quickly find the items I need?

Depending on the Honor, Star, Chip or Award that was taught you can easily find them by typing in the Search bar on the top right corner of the page.

You may type any of the following:

- Type the exact name of the item
- Type the first few letters of the name of the item
- Type the abbreviations for the type of item (please see below)

Item Type	Abbreviation	Sample Picture
Florida Honor	FL Honor	
NAD Honor	PF NAD	
Florida Adventurer Award	Advent/FL	
NAD Adventurer Award	Adv NAD	
Florida Little Lamb Star	LL/FL	
NAD Little Lamb Star	LL/NAD	
Florida Eager Beaver Chip	EB/FL	
NAD Eager Beaver Chip	EB/NAD	

What if my order is lost in transit?

First Class: This USPS shipping option does not include insurance nor tracking services, therefore if this option is selected by you, the Store is not responsible for replacing the order. If items are still needed, please create a new order at your expense.

All other shipping options (Priority, UPS): These shipping options include insurance and tracking services, therefore please email Elizabeth.Bence@floridaconference.com and she will contact you with further instructions.