



Frequently Asked Questions: Discover 4-H Box

About the Discover 4-H Box

What is the Discover 4-H Box?

The Discover 4-H Box is a seasonally-themed subscription kit with fun, and engaging activities to explore different topics within 4-H. Themes will rotate to cover a variety of areas – from STEM, to gardening, baking to personal development, there is something new to discover with every kit! These kits may include first look at new activities and curriculum from Shop 4-H.

Who is it for?

The activities are curated for youth up to fifth grade. Perfect for gifting to youth or educators and club leaders to inspire activity prompts for their youth. Each kit provides supplies for one youth, though some supplies may be usable for multiple youth.

How often will we receive the Discover 4-H Box?

This is a quarterly subscription, meaning there will be four shipments over the course of one year. The shipments are scheduled for July, October, January, and April.

How do I order?

Easiest way is to order through our website at <https://shop4-h.org/products/discover-4h-box>! This allows you to manage your order and kit subscription all on your own. If you run into any issues, you can contact our customer service team via email at hello@shop4-h.org or by phone at 301-961-2934.

Managing My Subscription

How do I subscribe?

It's as easy as purchasing a kit on [Shop 4-H](#)! You subscribe by purchasing your first kit. Once your transaction is processed, you receive an email from Shop 4-H confirming the purchase, as well as an email from Shop 4-H Via Appstle, our subscription management platform. This email has instructions for how to log in and manage your subscription.

What options do I have to manage my subscription?

Via Appstle, you can control your subscription experience! Following the instructions in your confirmation email, you have the ability to login to your account and pause or cancel your subscription, restart a paused subscription, update payment methods and addresses, and skip an upcoming kit while maintaining the subscription. The date of the next order shipment is found in your Appstle profile.

What communication will I receive from the subscription?

You will receive the emails mentioned above at your first purchase, as well as notifications of shipping, and if there are any billing issues.

How do I cancel my subscription?

You can cancel your subscription by logging into your account and following the link to cancel your account. Our customer service team can also assist in managing or canceling your account. Contact us via email at hello@shop4-h.org or by phone at 301-961-2934.

I have a new credit card, how can I update my payment?

You can update the payment method on file for your subscription by logging into your account and following the link to cancel your account. Our customer service team can also assist in managing your account. Contact us via email at hello@shop4-h.org or by phone at 301-961-2934

Shipping & Billing Information

Can I order just one box?

At this time you can only purchase by subscribing to the Discover 4-H Box. Once you have placed an order for your first kit, you can log in and manage your subscription for future kits.

When do the kits ship?

For your first order, it will ship within our standard shipping window from the date of purchase. For the next, automatic order, the kits ship on the fifth (5th) day of the month that the kit is scheduled to be released. This means the fifth of October, January, April, and July.

When do I get charged for the kit?

Your first order is charged at time of purchase. For future kits, the payment method on file will be charged on the fifth (5th) day of the month that the kit is scheduled to ship. This means the fifth of October, January, April, and July.

What is the latest day I can cancel a subscription for the quarter?

The last day to update your account settings for a recurring subscription is the fourth (4th) day of the month that the kit is scheduled to ship. This means the fourth of October, January, April, and July. If the order has not shipped and it is past the fourth, please contact customer service via email at hello@shop4-h.org or by phone at 301-961-2934 to see if it is possible to cancel your order.

How can I pay for this?

At this time we are only able to accept credit cards for the Discover 4-H Box. We are not able to accept checks, PO's, or the Bill Me Later option. If you want to purchase other items at the same time as purchasing the Discover 4-H Box and take advantage of as PO or the Bill Me Later option, you will have to complete two separate transactions.

Can I use Clover Coins (rewards) for the Discover 4-H Box?

Yes! Clover Coins are the Shop 4-H rewards for being a loyal customer that you can use just like a gift card. [Click here for more information on Clover Coins.](#)