



Military and Family Programs Military Care Package Eligibility

Due to the popularity of the Battalion Buddies and Spouse Appreciation Bags, we have many who are still waiting to receive bears and bags due to high demand. We currently have a turnaround of up to **90 days** on all requests. In efforts to be able to fulfill all orders we ask that prior to submitting a request, the requestor takes an accurate headcount of the number of children and spouses.

At this time, we are unable to fulfill individual requests, or requests for shipment outside of the US.

Requirements:

Requests for Battalion Buddies must be submitted via the request form on the Operation Gratitude Website. Once the request has been submitted, Operation Gratitude will verify eligibility based on the requirements below.

- The Service Member/Troop must be in a deployment/unaccompanied status or entering a deployed/unaccompanied status within 3 months from the date of request.
- The Service Member/Troop must be deployed between 3-13 months.
- Due to limited availability, we ask that requests for Battalion Buddies be reserved for military children age 12 and younger as enrolled in DEERs.
- If a Battalion Buddies request exceeds a quantity of 200 or more Battalion Buddies, a residential address cannot be used and a Military Installation address is required for shipping.

Requests for Spouse Appreciation Bags must be submitted via the request form on the Operation Gratitude website. Once the request has been submitted, Operation Gratitude will verify eligibility based on the requirements below:

- Due to limited availability, we ask that requests for Spouse Appreciation Bags be reserved for spouses of service members, as enrolled in DEERs.

- If the request exceeds a quantity of 50 bags, or includes Battalion Buddies, a residential address cannot be used and a Military Installation address is required for shipping.
- A Product Donation Receipt is required to be signed and returned confirming the receipt of the Spouse Appreciation Bags.

Note: *There may be some exceptions to these policies to include the requirement of a roster, but they will be taken into consideration on a case-by-case basis. These policy guidelines can be changed and or updated at any time. If we are unable to reach you within 5 business days of your request to confirm your order details, the request will be canceled and a new request must be submitted.*

If you have any questions, please email our Military and Family Programs Manager Kristen Vauiso at Kvauiso@operationgratitude.com