

# FAQ Guide for Committee Meetings

- 1. How does ordering work?** Items for this fundraiser are pre-ordered so you are never at risk for not selling any items. We have three order structures – Standard, Hybrid & Virtual. Ordering may be done by catalogue and paper order forms, online shopping site or both. All orders are pre-paid by your participants at time of submission or paid online, we deliver exactly what each participant ordered and paid for. Nothing comes bulk so you will never be stuck extra products you can't sell.
- 2. How much do the catalogues cost?** NOTHING! We send all your catalogues in seller packages free of charge. A seller package comes already sorted in a carry home bag with your organization letter and seller materials. We do all the prep work for you. The letter includes your organization name, dates, and payment options!
- 3. How long does delivery take?** Delivery time is usually 2-4 weeks from order submission date which is dependent on your location. We are in BC so western Canada is usually closer 2 weeks and eastern Canada can be up to 4 weeks. Online orders that have chosen the ship to home method get shipped in the order they are placed- this can sometimes be quite quick or roughly the same timeframe as organization delivery.
- 4. Do we have to sort and bag the orders when they arrive?** NO, we sort and label your orders per seller, per team/classroom. This means a very easy delivery day!
- 5. What is the profit we make back from sales?** You will make between 30-50% back depending on volume of sales and item type. With promotional bonuses and high sales, it is possible to make up to 53% of your sales back. Here is the profit breakdown:

### Main Gift Catalogue Profit:

42% Profit for retail sales of \$10,000.00 and under **45% with Bonus**

47% Profit for retail sales of \$10,001.00 to \$20,000.00 **50% with Bonus**

50% Profit for retail sales of \$20,001.00 and up **53% with Bonus**

### All food items profit:

30% Profit - not eligible for bonus profit

### All ship to home orders profit:

30% Profit - not eligible for bonus profit

\*All profit margins are before applicable tax

6. **What dates are available?** We have set guidelines which provide a date to submit orders that have corresponding delivery times. We ask kindly that groups submit by their deadline date to ensure smooth delivery for all our customers. We use UPS, Canada Post and other third-party transit companies so deliveries are not able to be scheduled for exact dates and times. You will receive your tracking information when your orders are ready to leave our facility.
  
7. **How long do we run our sale for?** The average sell time for most groups would be about 2-3 weeks. You are welcome to pick your own custom selling dates. Some good factors to keep in mind would be holidays, pay periods, and other fundraising events. It is often successful to run fundraising over a holiday as often families and friends have gatherings in which safe selling can be effective!
  
8. **Is there a sale minimum?** No, you make your 30-42% profit on any amount sold so groups of all sizes can generate profit without penalty.
  
9. **Is there a charge shipping?** If your group's final invoice amount exceeds \$1500.00 then shipping will be free to your location. If your invoice amount is under \$1500.00 we will charge a small freight fee to cover any additional cost. Please feel free to contact us for a more personalized shipping quote. Any online orders that choose ship to home will have a shipping fee added at checkout. Should the supporter not want to pay shipping they may simply choose the ship to organization option, this is free shipping and arrives with your main orders.
  
10. **Are any of your product's perishable?** No, all our products are shelf stable, and nothing will require refrigeration.
  
11. **Where do your products come from?** We work with many local Canadian businesses and wholesalers to provide a nice selection of Canadian & North American products. Our signature high-quality wrapping is produced over seas along with some of our gift items. We only fundraise and sell to schools and organizations in Canada!
  
12. **How do we receive our profit at the end of our sale?** If you collected cash, cheque or etransfer from paper orders you are holding on to your profit already, if you had any online sales, we will be holding that profit. Our final invoice will balance and calculate any difference, if the invoice is negative, it means we will send you a profit cheque. If there is an amount owing on your invoice it means you have collected more than your final profit and will need pay the amount reflected. We will send profit via direct deposit or cheque based on your preference. Cheques and direct deposit are delivered separate from your order after your account is closed.
  
13. **What types of payment do you accept?** Cheque, etransfer or credit cards payments can be made to DFS.
  
14. **Which catalogues can we use?** You may choose a combination of any of our catalogues for the current season. We offer brand new catalogues each season with a variety of new & exciting products to keep things fresh!

**Please contact us if you have any further questions 1-800-667-1272**