

Chestnut Hill Candle Co. Fundraiser FAQ's

What is my profit?

Your organization earns \$4.00 on every candle sold at the comfortable selling price of \$10.00. We believe, when you're selling to friends and family, it's best to sell a quality product without the customer feeling like they over paid. If they're happy with their purchase, the customers will come back and buy again, season after season. When it comes to fundraising, be needy not greedy.

Do I have to sort candles?

NO! Orders are presorted and packed per seller. Simply find the box(es) marked with the participant's name. We can even add sort criteria like home room, teacher, grade, etc...

Is there a minimum amount to sell?

Just 36 total candles total need to be sold in order to receive the fundraiser price of \$ 6.00 ea.

What are the shipping charges?

Shipping is FREE!! We ship UPS ground. Tracking information will be provided.

How do I pay for my order?

An invoice will be sent within 24 hrs. after receiving the order. A check in the name of the organization, Money Order or Cashier's Check must be received before shipment. No personal checks will be accepted.

How long does a sale last?

We recommend a selling period of 10 days - 2 weeks.

When are Chestnut Hill Candle Fundraisers available?

We have 2 selling seasons - Spring/Summer and Fall/Holiday- each with it's own unique selection of fragrances.

- Spring runs from January to the beginning of July.
- Fall runs from August to the beginning of December.

Can we do both a Fall/Holiday and Spring sale?

Yes. Many groups choose to run both a Spring/Summer and Fall/Holiday program. Both offer 30 different fragrances specially chosen for each season. We continue to have organizations tell us that parents call to see if another Chestnut Hill Candle Fundraiser will be available soon.

Once my order is submitted, when will we receive the candles?

Your order will ship within 2 weeks from the date we receive your order. You will receive an email with tracking information.

When should we collect our money?

Always collect payment at the time the orders are taken.

What type of support do I receive?

We're as close as a phone call to help you through the entire sale. We'll provide sales packets to hand out to sellers. E-mail sales report with invoice as well as E-mail notification of orders shipped, along with tracking information.

How do I handle late orders?

Chestnut Hill will accept late orders. Any order received after receipt of the original order, will be considered a late order and will be subject to shipping charges if less than 36 pc's. Late orders will be invoiced separately. All invoices must be paid prior to shipment.

How do I handle missing or broken items?

Delivery will be made by Chestnut Hill or through UPS Ground. Sellers are responsible for checking the orders for accuracy and damage before leaving the pick up area. Any problems must be reported to the group leader at that time. Chestnut Hill will not be responsible for damages or shortages after leaving the delivery/pick up area. If UPS was used to deliver the orders, the group leader will need to call UPS to get a claim number. Chestnut Hill will ship the replacement candles after receiving the claim number and list of damaged candles. All orders are double packed. We had no damage in all of 2009!

How do I get started?

Just fill out a Fundraiser Agreement form and you'll be on your way!