



## **Frequently Asked Questions**

### **How long will the fundraiser run for?**

An end date will be selected in consultation with your organisation. We recommend a length of 3 weeks.

### **How do we receive our orders?**

All orders will be delivered to the Centre on the nominated delivery date. All orders will be sorted and labelled, all you will need to do is notify the families of delivery and hand it over to them.

### **How do we promote our fundraiser?**

We will email through a copy of the promotional flyers. You can then email this to your families. We have also provided a printer friendly version of the flyer.

### **How much profit do we make?**

Your organisation will receive 15% of sales. We can only include orders that use the unique code for your organisation at check out.

### **How does the unique code work?**

When the unique code for your organisation is applied during checkout it will activate free shipping for the order. It also allows us to identify all orders attached to your fundraiser.

### **What happens if someone forgets to use the unique code?**

If an order is submitted without the unique code, we must be notified within 24 hours of the order being placed. If we are not notified then it will be up to our discretion on the percentage of profit your organisation will receive for that order.

### **How do we receive the money?**

We will deposit 15% of sales directly to your nominated bank account within one week of your orders being delivered.

### **What payment types do you accept?**

Through our website we accept credit card, paypal and afterpay payments. All payments must be made online. We do not accept cash orders, sorry.

### **Can an order be delivered to another town or state?**

Unfortunately we do not offer that option at the moment. All orders will be delivered to the organisation for distribution.

### **What age group are your products recommended for?**

Our products are recommended for children 3 years and above.