

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.

Is there a minimum amount to sell?

Just 96 candles 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 48 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 February to the end of July.

Fall runs from August to the end of November.

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 24 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 3 to 6 weeks from the date we receive your order pending and unforeseen circumstances beyond the control of Chestnut Hill such as supply chain failure, natural disasters, season weather, etc... 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 E-mail a 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 can add late orders as long as the original order has not shipped. Any order received after the original order shipped will be at full price and subject to shipping charges if less than 96 pc's. All invoices must be paid prior to shipment.

How do I handle missing or broken items?

Sellers or parents are responsible for checking orders for accuracy and damage before leaving the pick up area. Any problems must be reported to the group leader at that time. The group leader will fill out and submit a discrepancy report to Chestnut Hill within 3 days after receiving the order. Chestnut Hill will ship the replacement candles after receiving the discrepancy report and determination of error. All orders are triple checked and double packed. Errors or damage is rare.

How do I get started?

Just fill out the online Fundraiser Agreement form at www.chestnuthillcandle.com/PTO.htm and you'll be on your way!