

# Chestnut Hill

CANDLE COMPANY

@chestnuthillcandle

Chestnut Hill Candle

## THE BEST VALUE IN FUNDRAISING

We have been helping organizations meet their fundraising needs since 2001. Let us help your organization next.

### WHY CHOOSE US

Chestnut Hill Candles are hand poured using only the finest ingredients in our products, including our own unique clean burning soy wax blend with cotton wicks. All of our candles are double wicked to burn evenly and for a long period of time. Each 10 ounce candle burns an average of 65 - 75 hours.

### GET IN TOUCH

304-459-3081  
fundraising@chestnuthillcandle.com  
www.chestnuthillcandle.com

\$13 SELLING PRICE

UP TO \$5 PROFIT  
EACH CANDLE SOLD

FREE DELIVERY

INDIVIDUALLY  
PACKED ORDERS

18 FRAGRANCE  
CHOICES

FREE, EASY TO USE  
COLOR ORDER FORMS

FAQ ON BACK

# CHESTNUT HILL CANDLE FREQUENTLY ASKED QUESTIONS

## WHAT IS MY PROFIT?

Your organization earns up to \$5 on every candle sold at the comfortable selling price of \$13.00. We believe, when you're selling to friends and family, it's best to sell a quality product without the customer feeling like they overpaid. If they are happy with their purchase, the customers will come back and buy again season after season.

## 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?

Your profit is determined by the amount of candles sold: (some groups may be required to purchase catalogs and samples up front)

Sell 0-48 - No profit + shipping cost + cost of catalogs

Sell 49-95 - \$2 profit per candle + shipping cost

Sell 96 or more- \$5 profit per candle + FREE shipping + no cost for catalogs

## WHAT ARE THE SHIPPING CHARGES?

Your shipping cost is determined by the amount you sell. (See above)

## HOW DO I PAY FOR MY ORDER?

An invoice will be sent within 48 hours 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. We would advise checking your organization's state requirements.

## WHEN ARE CHESTNUT HILL CANDLE FUNDRAISERS AVAILABLE?

We have 2 selling seasons: Spring/Summer and Fall/Holiday. Each with its 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 A SPRING/SUMMER SALE?

Yes. Many groups choose to run both a Spring/Summer and Fall/Holiday program. Both offer 24 different fragrances specifically chosen for each season. We continue to have organizations tell us that parents call to see if another Chestnut Hill Fundraiser will be available soon.

## ONCE MY ORDER IS SUBMITTED, WHEN WILL WE RECEIVE THE CANDLES?

Your order will ship within 3 weeks after receipt of order pending payment has been received and any unforeseen circumstances beyond control of Chestnut Hill such as supply chain failure, natural disasters, season weather, etc. Delivery can be longer during peak season times such as Thanksgiving and Christmas. All delivery dates and times are at the discretion of Chestnut Hill.

## WHEN SHOULD WE COLLECT OUR MONEY?

Always collect payment at the time 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 email a sales report with invoice as well as email 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. 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](http://www.chestnuthillcandle.com/pto.htm) and you'll be on your way!