

FAQ – Frequently Asked Questions



1. **How do I get started once I have signed up?** It's very simple. First, pick a start date and an end date for your fundraisers (**example – run from Oct 01 - Nov 07**). Then go to our website at www.plants4nonprofit.com and download your order form. Print out enough copies for each of your team members and you are ready to go! SELL SELL SELL!! (remember to allow yourself a few extra days at the end of your fundraiser to tally the order forms and send the totals to us).
2. **When should I start the fundraiser?** It is entirely up to you but we recommend you begin as early as possible. Keep in mind that orders should be in to us by November 17th (we are flexible on this date but we need at least one weeks time from when you send in your orders to when we can deliver your product).
3. **How do I place our order?** After you tally your sales, please send your order to us by email, fax or phone. If possible we prefer email as we have a very heavy call volume at that time. Once your order is place we will email or fax you a confirmation for you to approve, sign and fax back.
4. **What is the minimum order?** 144 plants
5. **What if I do not reach this?** There will be a small delivery charge for all orders under the minimum requirement. The charge varies by your distance from us. (usually \$30 - \$50)
6. **How do I guarantee our colors?** All we can say is the earlier you choose your delivery date in December the better. As we move later into the season and ship heavily through our varieties it is not possible to guarantee your colors. Having said that, we will update you on our color availability and give you our word that we will do our absolute best to get your preferred colors.
7. **What should I expect on delivery day?** Plants will be delivered to your central group location. If you do not want delivery at your school or group location, please call and let us know. We advise to have your delivery arrive one day prior to customer pick-up or at least have customers come in the evenings. This way you have time to sort and do not have angry parents waiting on you ☹️. We will update you on delivery as much as possible. We have GPS on almost all trucks!! Hooray! Also please have a cheque payable to “DeVry Greenhouses” ready for our delivery driver – the cheque amount should match the order confirmation that we sent to you.
8. **How do I protect plants once they arrive?** *IMPORTANT* Keep your plants away from open drafts and cold areas. Poinsettias do their best at room temperature. If the students are unable to take them home right away, keep the poinsettias in a warm room and pull the sleeves down so that they can breathe 😊
9. **What can I expect if we have major quality problems?** Please notify your sales rep right away of any concerns so that we can take care of you.

GOOD LUCK!!