

Team Captain Information

FAQ – Frequently Asked Questions



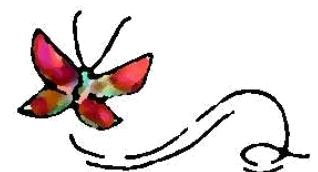
1. **How do I get started?** Phone 1-866-806-1523 or email fundraising@devrygreenhouses.com . A fundraising coordinator will sign you up and confirm all the necessary information to get you started. We make it as easy as possible for you.
2. **How do my customers place their orders?** Directly with your fundraisers. Order forms are available for simple download on our website at www.plantfundraising.com (download section). Print out enough order forms for each of your team members, preferably in color, and start selling! In addition, we will also set you up with a team fundraising website (this is not an ecommerce website). The website can be used to market your fundraiser to friends and family online. Your customers will be able to place their order on your website, **but payment will have to be made directly to your organization**. Each order online will be emailed to the team captain for tallying.
3. **When should we start the fundraiser?** Start as early as possible for maximum selling potential. Deliveries will start mid April and continue through to the end of May. Please set up your delivery date as early as possible with our coordinators.
4. **How do we place our order?** After you tally your sales from the website and paper order forms, place your final order through your website. **Orders should be submitted to us one week before your delivery date**. We will confirm your order has been received and follow up with an order confirmation. Your order confirmation will have your order totals with the payment required. Please phone or email us back if there are any discrepancies.
5. **Are there minimums that I have to order?** Not necessarily. However, in order to qualify for FREE shipping to your location, you must order at least 1 cart of product (mix and matching items is fine). In addition, we also ask that you follow the below guidelines when placing your final order:
 - 12" items – final order to be in multiples of 12**
Hanging baskets, patio planters, tomato planters
 - 10 pack items (or flats) – final order to be in multiples of 10**
Zonal geraniums, herb/strawberries, marigolds, petunias

*For example, if you're final 12" order with us is the following:
52 – 12" hanging baskets
30 – 12" patio planters
25 – 12" tomato planters
Total 12" units = 107 (nearest multiple of 12 is 108). Therefore, we will need you to add 1 more 12" item to get to 108 total units. This will make sure that we are shipping in full shelves to you.
***This rule works exactly the same with "flat" items, except they are to be in multiples of 10.**

6. **Are taxes included?** No, taxes are not included. We will add applicable taxes (such as HST,GST or PST) to your order when we send you your order confirmation.
7. **What if I am PST Exempt?** This applies to Saskatchewan only. You can download the PST Exempt Form from the website www.plantfundraising.com (go to downloads). Fill it out (leaving price field blank) and fax it to 1-604-794-3752. This should be done at the start of the fundraiser.
8. **When and how do I pay?** Please have a cheque ready for our delivery driver when he arrives.
9. **How do I protect plants once they arrive?** At this time of year our plants are quite hardy so just handle the product as you would at any garden centre. Plants can be placed outside once temperatures are above 10 Celsius and when all frost danger has passed.
10. **What is 1 cart of product?** We often mix many items on a cart so it is not super easy to figure out exactly how to get to 1 cart of product. However, to give you a guideline: it takes 36 -12” items to fill one cart and 60 flat items to fill one cart. If your final order is at least 18 12” items and 30 flat items, then you will be at 1 cart or more. When in doubt, please just ask for help. 😊
11. **What if I do not reach the minimum?** There will be a small delivery charge for all orders under the minimum requirement. The charge varies by your distance from us (usually \$35 - \$55). It is a very reasonable charge and almost all groups last year were well over 1 cart of product.
12. **What should I expect on my delivery day?** Plants will be delivered to your chosen location (if this is different from where we send your information, please let us know). **Please have your delivery arrive one day prior to customer pick-up.** This will allow time for sorting and avoid any potential delivery delays that may occur. Keep in mind that residential delivery addresses are very difficult for our semi trucks, so please let us know ahead of time and we can arrange a smaller truck if necessary. We will give you an update on the delivery time whenever we can and keep you informed of any delays. We usually require a minimum four hour window.
13. **What can I expect if we have major quality problems?** Please check your plants before you pay the driver, if there are any quality problems call our office right away! One of our fundraising coordinator will talk it over with you and resolve the problem. Any issues after 24 hrs of delivery will not be accepted.

Important Things to keep in mind:

1. **Delivery Day**-Please arrange to have customers pick up plants at least one day after delivery.
2. **Taxes not included**-Taxes are additional at time of order.
3. **Order flat items in solid colors**-Cannot mix and match colors in a flat.



Thank you for your support and remember to have FUN!