

Frequently Asked Questions

1. Why should we consider Celebrating Home Fundraising for our fundraising needs?

a. Celebrating Home Fundraising offers a wide variety of high quality candles; gourmet dip, dessert and food mixes; and specially selected seasonal accessory items. Celebrating Home Fundraising is a growing division of Celebrating Home, the nation's largest home décor, direct sales, party plan company. Celebrating Home has over 60 years of experience in this field. In 2009, Home & Garden Party purchased the assets of Home Interiors & Gifts and as we combined the strengths of these two great companies, it was re-named Celebrating Home.

2. Can I order directly from the Company?

a. No, our business practices are that you work with one of our independent Fundraising Specialists. She can offer you the one-on-one attention that you deserve and help to answer any questions that you may have to help make your fundraising program the best that it can be.

3. How much profit will our organization make?

a. Typically, groups make up to 50% profit based on their total retail sales. This is one of the highest profit margins in the fundraising industry. How much your organization actually makes is entirely up to you. Our pricing is very comparable to many retail stores for similar products. For example, we suggest that you sell our industry leading 10-oz jar candle for \$10.00. Your group will earn up to \$5.00 of this price for every candle that you sell. If you sell 200 candles, you can make \$1,000.00; if you sell 500 candles, you can make \$2,500.00.

4. How do we get started?

a. You can directly contact a Celebrating Home Fundraising Specialist if you know one or you may submit your contact information on our web site and we will have a Fundraising Specialist contact you directly.

5. Can we have more than one fundraiser per year with Celebrating Home?

a. We offer both a Spring/Summer Program and a Fall/Winter Program. Many groups will schedule one or more fundraising events for each season. Because we have a variety of products in our fundraising program, some groups may choose a candle and accessory program for one season and then offer the dip and dessert mixes for a second or third fundraising program during the same year.

6. How long should the sale last?

a. We suggest that in order to keep the enthusiasm high during your fundraising program that you limit the actual selling period to 10-15 days. Certainly no more than three weeks.

7. How do you handle sales tax? What if my organization is tax exempt?

a. If your organization is tax exempt, we will work with you to gather the correct paperwork and get this submitted to the Company for approval. Tax laws vary significantly by state, so please check with your Fundraising Specialist for more details. If your organization is not tax exempt, sales tax will be collected and paid on your behalf to your state.

8. What type of support will we have? Who do I contact to get started?

a. Every customer works directly with one of our independent Fundraising Specialists. If you know a Fundraising Specialist, you may work directly with her. If you do not know a Fundraising Specialist, you may give the Company your contact information through our web site and we will have one of our Fundraising Specialists get back with you directly. We will help you to get the product brochures, plan your dates and get your order entered. Your Fundraiser Specialist will be with you all the way through delivery and will give you as much one-on-one attention as you need to help make your fundraiser a success.

9. Tell me about the quality and selection of your candles and food mixes.

a. We offer two different sizes of our high fragrance, long-burning candles. Our 10-oz candle will burn for up to 50 hours and is the most popular choice in our fundraising line. We also offer a line of 12.5-oz soy blend candles that will burn for up to 65 hours. All of our candles are made at our facility in Marshall, TX; and we only use 100% cotton or paper core wicks and use only the best quality waxes and fragrances and are quality tested to insure even burning and fragrance distribution. We also offer a variety of 'The Perfect Mix' gourmet dip, dessert and food mixes that use only the highest quality ingredients. These food mixes are also made at our facility in Marshall, TX. No refrigeration or freezer required for the food mixes. We select several seasonal accessory items to add to our product selection and are excited to introduce three sets of gift bags to our product assortment in the spring of 2010. All of these products are of the highest quality and are designed specifically to help you have a successful fundraising campaign.

10. Are there any other costs for us to consider such as sales tax or shipping?

a. There are no up front costs for conducting a Celebrating Home fundraiser. Sales tax will be collected if required (see #7). Shipping is free if the total product cost paid to the Company for your order is \$750 or greater. There is a minimal shipping fee of a maximum of \$35.00 if your order is less than \$750 total product cost. There may be additional costs if you choose to use our optional incentive prize program or one of our sorting options.

11. Do you offer a prize incentive program?

a. Yes, we offer an incentive prize program. Please see your Fundraising Specialist for more details. Experience has shown that offering an incentive prize program can increase your overall sales by 50% or more. This increase in sales and profits for your group would more than pay for the small added cost of the prize program itself.

12. How long will it take for our order to be delivered?

a. Please allow 8-10 business days after your order has been submitted by your Fundraising Specialist for delivery of your order. Your order will be delivered by FedEx Home Delivery. Your Fundraising Specialist can provide you with the tracking numbers and she will also monitor the delivery with you.

13. Do I have any delivery or sorting options?

a. Yes, we offer several delivery and sorting options for your fundraising orders. Please consult with your Fundraising Specialist as to which one of these fits the needs of your organization and schedule the best.

14. How should we collect the money?

a. We suggest that you collect all of the payments when you take your orders. All checks or money orders should be made out to your organization. We prefer that our Fundraising Specialist not handle the customer payments for your fundraiser. The organization keeps their profits upfront and sends one payment to the Fundraising Specialist for the total cost of the products purchased.

15. How do I handle the payments and profits?

a. Your Fundraising Specialist will give you a statement showing what you owe her. This will include the cost of the products purchased, sales tax if applicable, and any shipping or other fees if any. You will pay the Fundraising Specialist directly and all the remaining money is your profit!!

16. How do I handle any late or add-on orders?

a. We will be happy to process any late or add-on orders. If these are submitted after the original order has been entered, these add-on orders will be considered a new and separate order and will be subject to any applicable shipping fees or taxes.

17. How do I handle any broken or missing products?

a. We do our very best to insure that you receive all of the products that you have ordered in full and without any quality problems. If you do encounter a problem with any missing or damaged product, please work directly with your Fundraising Specialist to resolve these. We will do our best to resolve any issues in a quick and timely manner.

18. Is Celebrating Home affiliated with any national organizations that can help provide assurance about their business practices?

a. Celebrating Home is a firm believer in providing exceptional service and offering the highest quality products. We are proud to say that we are highly accredited members of the following industry associations: DSA - Direct Selling Association; BBB - Better Business Bureau; AFRDS - Association of Fund-Raising Distributors and Suppliers; DWSA - Direct Women's Selling Association; and the NCA - National Candle Association.

Brandy Solis

Senior Executive with Celebrating Home

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 (619) 339.8812 ~ redsolis@aol.com