

Frequently Asked Questions:

Is there a minimum order?

No, and you are not required to order any extra product to fill cases. We will give you exactly what you would like to order.

How long can Butter Braid® pastries stay out of a freezer?

Butter Braid® pastries stay frozen up to 4 hours after delivery. This allows time for the seller to come pick up the product and deliver immediately or put into their freezers until they can distribute the pastries. We encourage the seller to deliver within one hour of pick up or freeze immediately. Please note: this is 4 hours after Stoller delivers the product to your group, not necessarily 4 hours after you pick up.

When do I pay and when do I get my profit money?

You will be collecting the money as you take orders from the Frozen Programs/Brochure and depositing it into your account. You will pay what you owe Stoller Fundraising at the delivery with **one check from your group**, thus you have your profit available as soon as you deposit the money into your account. If you collected more money from the online orders than what you are invoiced, a refund check will be issued at your delivery.

Do I have to pay a delivery fee, and will my items come pre-packed?

We are offering **FREE** deliveries for **ALL** groups! Orders will come prepacked/boxed in our warehouse and ready to be distributed to the seller.

Where and how can I get more product?

The Butter Braid® pastries are offered exclusively through fundraising. You may contact the Stoller Fundraising office (800-939-0322) to see where a group is selling the pastries near you, so you can order thru them. By only offering through a fundraiser, it makes the demand high and increases the profits for your group.

Can my group sell products online?

Yes, online ordering is now available to all groups. A group must agree to allow online ordering before the sale has started. Check with the sales rep for the easy step by step process to get online ordering. The link can then be shared in your group's website, Facebook, email, text, etc. No log in is required and privacy is provided to protect the sellers.

How do I buy items online?

You can only order online if a direct link (bit.ly) has been shared by the group or if a group allows a seller to self-register on the online store and shared the link to you. You will pay by Apple Pay, Google Pay, and any major credit card.

Will I get my online items ordered delivered to my home?

If you ordered from the **FROZEN PRODUCT PROGRAM**- The products will **NOT** be delivered to you. Whomever you ordered them from is responsible for delivering them to you. If you ordered from the **SHIP-2-HOME** program- the products **will be shipped** directly to the customer's home.

How long does a fundraiser take?

From the start of your fundraiser to delivery, you should allow 5-6 weeks. You will be taking orders for approximately 2 weeks including 2 weekends. The third week is when you will be collecting the order forms, depositing the money and either mailing the order forms back to us in the office for the free tally service or entering the order into the tally program via the link we emailed you. We like to have 1-2 weeks to make sure there will not be any additional orders to come in, process your order, etc. and then deliver.

How will the delivery go?

We offer "NO CONTACT" deliveries. Prepacked orders will be placed curbside in alphabetical order by a team member in a personal protective equipment.



STOLLER FUNDRAISING

800-939-0322/www.stollerfundraising.com/

