



## FREQUENTLY ASKED QUESTIONS

**Q: What percentage of sales does a group receive when making a Say Cheese campaign?**

A: The group receive an amount of \$2.75 per unit sold, which represent a profit margin of more than 30%.

**Q: Are the products displayed on the site say-cheese.ca are the only ones available?**

A: The products displayed on the website say-cheese.ca are the only products currently available for fundraising. Newly available products will be added as the production of these resumes.

**Q: Is it possible to obtain curds in 200g bags size?**

A: Yes, it is possible to do it. To learn more about this options, send us an email at [saycheese@superstar-fundraising.com](mailto:saycheese@superstar-fundraising.com).

**Q: Is there a minimal amount of cheeses to sell to proceed to an order?**

A: Yes, a group must reach a minimum of 100 units to proceed with an order. If you have problems reaching your goal during the campaign, contact us by email at [saycheese@superstar-fundraising.com](mailto:saycheese@superstar-fundraising.com).

**Q: How do I buy cheese online?**

A: By creating a Say Cheese campaign, your page is visible on the say-cheese.ca website and people can support you by buying the cheese directly on your page and pay by credit card. You will have to make sure you can deliver the cheese to these people once you receive your order.

**Q: I don't see my button to order cheese online?**

A: If you do not see the button to order cheese, it is because you are logged into your account. You cannot buy cheese from your campaign while logged in. Log out and find your campaign in the list of ongoing campaigns to see your page with the Order cheese button.

**Q: Who receives payments from online sales?**

A: Online sales Payments are deposited directly to St. Albert Cheese and the amount of profit due to you is automatically deducted from the amount you have to pay upon your final order.

**Q: Which form should I print for my group?**

A: By creating a Say-Cheese campaign, you will have access to two custom form templates that you can print. The Single Order Form and the Group Order Form.

The Single Order Form allows you to fill one sheet per customer, so to have more information on the customer. However, this requires more paperwork and printing. For larger groups, we recommend opting for the Group Order Form, which can combine orders from multiple customers on a single sheet.

**Q: What is the deadline for receiving the cheese after sending my final order?**

A: It normally takes at least 5 business days to receive the order after proceeding to payment.

**Q: Can I pick up my order myself directly at St. Albert Cheese?**

A: Yes, it is possible to select the option to pick up your order yourself at St. Albert Cheese in your order form. The delivery costs will be deducted from your total when you select this option.

**Q: What is the delivery fee applicable to my order?**

A: the following shipping and handling charges are applicable on orders:

Cities of Ontario and Quebec that are at a distance of 160 km or less from St. Albert Cheese have a delivery charge of \$ 30.00. For cities outside of this area, the fee is \$ 50.00.

**Shipping is FREE for orders of \$ 500.00 or more.**

**Q: How do I pay for my order?**

A: As you proceed to your final order, you will have to pay the amount due by credit card or with a PayPal account. You can also choose to pay by check, but this procedure could delay the delivery of your order.

**Q: How will we separate the orders to distribute them?**

A: St. Albert Cheese will deliver your order to the desired place and time as agreed upon with you. You will be responsible to check the contents with the carrier and separate the products according to the sales forms you have received from your vendors. By completing the order form, you will have the option to receive the number of bags you want to separate your orders.