



CHEERCANDLES.COM



fire up your fundraising

Frequently Asked Questions

What is my profit?

Your organization earns \$5.00 on every candle sold plus any free products or candles earned through the InScentives program.

Is there a minimum order amount?

No, there is no order too small or too large. We strive to meet the needs of every organization.

What are the shipping charges?

When your organization sells more than 200 candles, shipping is free. If the order is under 200 candles, you are responsible for the cost of shipping based on weight and shipping location. Usually we ship with UPS or DHL. Tracking information will be provided.

How are orders packed?

Every order is presorted and packed for each participant, simply find the box(es) marked with the participant's name.

Do I pay sales tax?

If you are located outside of Utah, you do not pay sales tax. If you are in Utah, you will be responsible for sales tax unless you provide a tax exempt number or a resale number to CheerCandles.com.

How and when do I pay for my order?

A Payment method must be set up with CheerCandles.com before your order will be shipped.

Options for payment are: Before shipping: Most Major Credit Cards: Payments before shipping can be made on a Visa, MasterCard, American Express or Discover Card. Money Order or Cashier's Check

Public Schools only: Due upon receipt with a purchase order number provided before shipping Net 30 for a school check

Can I get my logo on the candles and what is the cost?

Your custom design will be on every candle for the one-time print set up cost of \$45. When you sell 200 candles, the fee is waived.

What is the cost to participate in the InScentive program?

The program is free. We encourage you to use this program to help your participants stay motivated.

Once my order is submitted, when will we receive the candles?

Your order will ship within 2-3 weeks from the date we receive your order presorted and packed for each participant. You will receive an email with tracking information.

How do I sign up to do a fundraiser?

Please complete the Commitment Contract and fax it to 435-755-9019 or contact us by email at or by phone at 800-853-5044