

# Chestnut Hill

CANDLE COMPANY



ENCLOSED ARE **VERY IMPORTANT INSTRUCTIONS AS A GROUP LEADER. PLEASE READ AND DIRECT ANY UNANSWERED QUESTIONS TO CHESTNUT HILL CANDLE BEFORE STARTING YOUR SALE 304-459-3081.**

## YOUR ROLE AS **GROUP LEADER**

01

### YOUR ROLE

The Group Leader oversees your organization during the fundraiser and must remain the sole contact. Once signed up, you cannot change Group Leaders. The Group Leader must be present for delivery and customer pick up.

02

### CATALOGS AND MASTERSHEETS

Please pass out one catalog and one master sheet to each seller. Reminder, there is a minimum of 96 candles sold to be considered a fundraiser.

03

### ORDER SUBMISSION

Scan all master sheets as a combined PDF and email to [info@chestnuthillcandle.com](mailto:info@chestnuthillcandle.com). Expect an invoice within 48 hours.

04

### DELIVERY

Delivery may take up to 3 weeks after invoice. Invoice must be paid before delivery. All deliveries will be made via UPS or common carrier. Common carrier deliveries will require assistance. Please make necessary arrangements. All deliveries are at the discretion of Chestnut Hill Candle.

05

### LATE ORDERS/ ERRORS

Late orders are accepted within a week of submission. Add-ons may require separate payment before shipment. Sellers or parents must check orders before leaving the pick-up area and report any issues to the group leader immediately. Chestnut Hill is not responsible for damages or shortages after leaving or for orders not picked up within 3 days. Group leaders must confirm discrepancies at pick-up and report them within 3 days.