



—Hawaii Original since 1921—

## **Q: WHO MAY APPLY?**

**A:** Any legitimate non-profit club or organization can apply. This includes school groups or clubs, athletic organizations, church groups, etc.

## **Q: WHAT IS THE MINIMUM ORDER AMOUNT?**

**A:** The minimum amount for the initial order is 204 bags, which is 17 cases (1 case = 12 bags). Please note that flavors are packaged by the case.

## **Q: HOW MUCH MONEY CAN YOU MAKE?**

**A:** Your organization will make \$5 for each bag (1 pound) of cookies sold. The sales price for each One Pound Bag of Cookies is \$10.

## **Q: HOW DO WE APPLY?**

**A:** Click on "Fundraising Application" located near the top of our Fundraising page and fill out the application form. After the application is approved, the individual on the application will receive an email of the Contract and the Order Form for electronic signatures.

## **Q: CAN DIAMOND BAKERY PRESENT THE FUNDRAISING PROGRAM AT MY SCHOOL/ORGANIZATION?**

**A:** We would love to! Please call 808-847-3551 ext. 20 to schedule a presentation.

## **Q: IS A DEPOSIT REQUIRED WHEN ORDERING COOKIES?**

**A:** A \$200.00 check down payment will be required for all organizations. This payment will be applied toward the final invoice. The check must be from the organization. Full payments must be received from the first invoice before we issue additional products.

## **Q: WHO IS RESPONSIBLE FOR PAYMENT?**

**A:** The organization must have two individuals (18 years and older) who are able to demonstrate a financial ability to pay for the sale. The two individuals cannot be related and cannot be living in the same household. These individuals will be held personally responsible for the payment. For all Public and Private Schools, only (1) signature is needed from the VP or Principal.

## **Q: CAN TICKETS BE SOLD BEFORE THE COOKIES?**

**A:** We do not provide tickets for presale. However, if your group chooses, you can always organize pre-orders from family and friends.

## **Q: HOW LONG DOES THE SALE LAST? HOW ABOUT THE COOKIES?**

**A:** The length of the sale is up to you. Our cookies are baked fresh and last (1) year from the date of production

## **Q: HOW FAR IN ADVANCE DO WE NEED TO PLACE OUR ORDERS?**

**A:** After completing the Fundraiser General Contract paperwork, we will begin to bake and prepare your order. Normally orders are ready in 5 business days. Larger orders may take longer. If there are special circumstances, we will do our best to accommodate your group's needs.

## **Q: OUR FUNDRAISING PROGRAM IS A BIG HIT AND WE'RE RUNNING OUT OF COOKIES. CAN WE RE-ORDER?**

**A:** Absolutely! Keep in touch with us by e-mail or telephone and let us know how your fundraiser is going. If you're running low and believe you'll need to re-order, we can help to ensure that your group doesn't run out of cookies. The minimum for re-orders is 5 cases (60 bags).



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**Q: DO YOU DELIVER?**

**A:** For orders over 500 bags, we will deliver the cookies to one location on Oahu. Otherwise, you may arrange to pick up your cookies at our production facility. Don't hesitate to get in touch with our office if you'd like more information regarding delivery or pick-up.

**Q: HOW CAN MY NEIGHBOR ISLAND ORGANIZATION PARTICIPATE?**

**A:** We ship neighbor island orders via Young Brothers. For orders of at least 480 bags (40 cases), shipping is free of charge. For orders under 480 bags, the shipping cost is \$50.00. Full prepayment is required for neighbor island orders.

**Q: HOW CAN MY MAINLAND ORGANIZATION PARTICIPATE?**

**A:** Yes. All orders must be paid in full and shipping over \$1,000 is Free.

**Q: WHAT HAPPENS IF WE DON'T SELL ALL THE COOKIES?**

**A:** We will only take back and issue credit for sealed, unopened cases.

**Q: WHAT HAPPENS IF OUR COOKIES GET LOST OR STOLEN?**

**A:** All Cookies should be treated like cash. Lost or stolen Cookies will not be replaced or refunded.

**Q: WHAT IF I HAVE MORE QUESTIONS?**

**A:** Please email us at [fundraising@diamondbakery.com](mailto:fundraising@diamondbakery.com) or call us at **(808) 847-3551** and we would be happy to answer any other questions you might have.