



SALES DRIVE: FREQUENTLY ASKED QUESTIONS

Q: When will I receive my wreaths and evergreens?

A: TGC will be receiving the fresh evergreens that are Group Delivery Items THE WEEK AFTER THANKSGIVING. Orders will be sorted and ready for pick up on the same day it is delivered. We'll be in touch by Text Message (Remind App) and Email to let you know of the delivery. The Gift Items will go directly to recipients and arrive within the first two weeks after Thanksgiving.

Q: Why should people buy from the TGC instead of a store?

A: Every purchase benefits the Tucson Girls Chorus. We are raising money to cover 10% of the costs of running the program. Tuition covers just 38%, the remaining 52% is covered by grants, donations and performances. Buyers get a fresh quality holiday evergreen AND they get to spend their money on a good cause: a program that provides quality music education.

Q: How is the cost of the items purchased applied to my fundraising account?

A: For each item sold, **\$10.00 per item will be credited** to your singer's fundraising balance. The remaining cost goes towards purchasing the greenery item(s). **NOTE: The total amount of the greenery items sold is NOT credited to the fundraising account.**

Q: Why are you selling these wreaths and evergreens in September and October?

A: Selling during this time ensures that our group has enough time to run our fundraiser before orders are due around the end of October. This gives Sherwood Forest Farms enough time to collect orders and produce the fresh wreaths and evergreens in advance of the holiday season.

How do I sell items online?

A: If you do not have an online account with Sherwood Forest Farms, you can start by copying this link to your browser: <http://util.sherwoodforestfarms.com/users/register/regcode:3fa230caa6>.

- Enter parent email (has to be a parent email, NOT the singer's email).
- Enter your **daughter's** name for First Name and Last Name fields
- Enter a password that you must remember to log back in and check status of orders
- The registration code should be filled in already--if it is not there it is **3fa230caa6**
- Click **Submit**

Q: Are these products guaranteed?

A: Yes. Sherwood Forest Farms 100% guarantees all products for freshness. If your product is not fresh or damaged, please contact me to replace the product.

Q: Where are these items produced?

A: They are produced in the Northwest corner of Washington State. The raw materials are fresh Pacific Northwest evergreens, and they are harvested by trimming trees that are farmed for commercial use. The trimming keeps the trees and ecosystem healthy. Sherwood Forest Farms does not use old growth trees, nor do they cut trees down. The evergreens are harvested and assembled just before shipping.

Q: What forms of payment is accepted for this fundraising?

A: Please **NO CASH ORDERS PLEASE**. Credit Cards or Checks or Money Orders acceptable form of payments. If buyers want to pay with credit card, they can make a purchase online on your mini-site.

Q: Should I make the check out to your group or Sherwood Forest Farms?

A: Please make your check out to the Tucson Girls Chorus.

Q: When should buyers pay for their item(s)?

A: Sellers should always collect at the time of sale. Your Order Form should be tallied by you to make sure the number of items sold matches the total sales before turning in your orders.

Q: How do I care for my wreaths and evergreens?

A: Each item comes with its own care and handling instructions. We recommend you spritz your evergreens with water on a regular basis and also keep the items away from direct heat sources.

Q: How long will you be selling the wreaths and evergreens?

A: Our sales drive dates are August 26 to October 25. After orders have been picked up in December, we may have a few leftover items or be able to place an additional order that can also be used as credit (\$10/item) towards your fundraising goal.

Q: My singer is in a touring choir (Mariposa/Jubilate?Advanced), can we apply extra fundraising to tour?

A: Touring families must complete their minimum choir fundraising requirement first before additional amounts can be credited to the tour account (\$10/item). Non-Touring families must complete their minimum choir fundraising requirement first before extra items can be credited towards tuition.

Q: Who should I contact with questions?

A: You can contact Greenery Committee Chairs Ali Parent and Debra McMaster at tgcgreenery@tucsongirlschorus.org. You can also contact Verneatte at venos@tucsongirlschorus.org or 520-577-6064.