



## SPUD FUNDRAISING FAQs

### **How do I sign up my group for SPUD fundraising?**

Simply contact us at [fundraising@SPUD.ca](mailto:fundraising@SPUD.ca) and we can sign you up right away after asking a few preliminary questions. We will need to know your contact information, who to make the donation cheques out to and where to mail them. The cheques can only be made out to groups or organizations – not individuals.

### **What is SPUD fundraising?**

This is a fundraising program for schools and community organizations. Your group will promote the purchasing of our fundraising produce boxes and/or fundraising gift cards and in return SPUD will handle all orders, deliveries, and assist in promotion. Of the sales linked to your fundraiser, 25% of the total sales (not just profit) of the fundraising produce boxes will be donated and 10% of the total sales of all fundraising gift cards will be donated back to your group.

### **How long can I run my SPUD fundraiser?**

You can run the fundraiser for as long as you would like. Promote the fundraiser at your own pace as the only costs of the fundraiser are the resources spent on promotion.

### **Will I ever have to handle any deliveries or order forms?**

SPUD uses a completely online ordering system so your supporters can place their orders with us directly. We will then deliver directly to their homes or offices.

### **Do I have to get a subscription or participate on a regular basis?**

No subscription is necessary although we do offer a standing order feature – most of our products can be placed on a weekly or biweekly standing order for a 5% discount.

### **Can I do SPUD fundraising in any SPUD location?**

Yes! SPUD has a wide delivery area around our Victoria, Vancouver, Calgary, and Edmonton hubs. You can see our delivery areas at [SPUD.ca/catalogue/deliveryarea](https://SPUD.ca/catalogue/deliveryarea).

### **How will SPUD send my group the funds that have been raised?**

As long as your group has raised at least \$50, SPUD will send you a cheque for the total donation amount once per quarter.

### **Why should I partner with SPUD.ca?**

SPUD is B-Corp certified Canadian owned and operated business. SPUD has a local-first purchasing policy with strong focus on organic status and other sustainability indicators that guide our partnerships. Our retail model significantly reduces food waste and makes grocery shopping more energy efficient.

### **Will SPUD help us promote the fundraiser and provide ongoing resources?**

Yes! In addition to an introductory marketing package, SPUD will provide monthly content updates. SPUD can also provide product donations and physical marketing materials upon request.

### **Do I have to have a SPUD account to participate?**

As the leader of your organization's SPUD fundraiser, it is strongly suggested that you make a SPUD account to familiarize yourself with the process, but it is not required. While a SPUD account is required to purchase any SPUD product, no account is required to purchase a fundraising gift card (though one is required to redeem it).

### **Will a volunteer from SPUD come to an event to promote fundraising?**

We can offer this service on a case-by-case basis – please reach out to [fundraising@SPUD.ca](mailto:fundraising@SPUD.ca) for more information.

### **Is it necessary for my group to be a registered charity?**

No, SPUD is happy to support any organization that contributes back to the community. If you are a registered charity, we do welcome tax receipts.

### **I want to arrange a fundraiser where the donations go to the individuals who earn them rather than the group as a whole. Can I do this with SPUD?**

Yes, please contact [fundraising@SPUD.ca](mailto:fundraising@SPUD.ca) to learn more.

## SPUD DELIVERY FAQ

### **Does SPUD deliver to my address?**

SPUD has a wide delivery area around our Victoria, Vancouver, Calgary, and Edmonton hubs. You can see our full delivery area at [SPUD.ca/catalogue/deliveryarea](https://SPUD.ca/catalogue/deliveryarea).

### **Are all of the groceries local and organic?**

SPUD has a policy to source local first with a focus on organic. We have committed to carrying ONLY local or organic produce and strive to find produce that meets both standards when possible. A variety of information is available for all of our products that includes where it was sourced from, information about the producer, its organic status, its GMO status, and much more.

### **Do I have to pay a delivery fee or is there a delivery minimum?**

While we do offer free delivery for all orders, the day of the delivery and the size of the order are important factors. You can find out your delivery day(s) and minimum order at [SPUD.ca/catalogue/deliveryarea](https://SPUD.ca/catalogue/deliveryarea). Less than 1% of our customers ever pay a delivery fee and you will be prompted when completing your order to meet the requirements for free delivery.

### **How far in advance can I place my order?**

Orders can be placed as early as 2 weeks in advance or as late as 5pm the day before the delivery. Early orders can be edited at any point until 5pm the day before.

### **Can I get SPUD delivered to my workplace?**

Yes, SPUD can deliver your personal order to your workplace instead of a home address. SPUD also has an Office Program to supply your workplace with healthy snacks and catered meals – office orders can also count towards your fundraiser!

### **What is SPUD's refund process?**

Any customer can request a refund from their account page. It will be processed rapidly and a credit will be applied to their SPUD account. SPUD has a 100% guarantee for all products.

## PRODUCE BOX FAQ

### **What are fundraising produce boxes?**

Any SPUD box from [SPUD.ca/fundraising](https://spud.ca/fundraising) will generate a donation to your fundraiser. While most are produce-only and will generate a 25% donation, there are several that have non-produce items and will generate a 10% donation – each box is clearly labeled. These boxes have various themes such as local-only, organic fruit only, organic greens only, office fruit, or peak season produce. To register for fundraising, simply enter the promotional code "Fundraising" at checkout and select your group from the drop down menu – this only needs to be done once.

### **Can I customize the boxes?**

Most boxes have several options to swap out specific items for others.

### **Can I order other groceries at the same time as my produce box?**

Yes, but only the produce box will count towards a donation unless a fundraising gift card is used.

### **I've entered the fundraising promotional code, but my invoice says \$0 is being donated – why isn't there a donation?**

SPUD does offer several produce boxes such as the Fresh Harvest Box that are not a part of the produce box fundraising program. Be sure to only buy boxes from [SPUD.ca/fundraising](https://spud.ca/fundraising) or use a fundraising gift card.

### **Which box is the most popular?**

Our most popular box is the [Best of the Season Box](#). This box only has local, in season produce and is typically 100% organic.

### **Is there any discount for purchasing a produce box instead of buying the items individually?**

Yes, the produce boxes each have a bonus savings of approximately \$10.

# GIFT CARD FAQ

## What are SPUD cards?

SPUD cards are fundraising gift cards that can be used to purchase any item on our website. When purchased from [SPUD.ca/spudcards](https://SPUD.ca/spudcards) a donation for 10% of the value of the card will be made immediately. Your supporters will simply need to enter in their payment information and select your group from the drop down list.

## Do I need a SPUD account to buy a gift card?

No account is needed to purchase the card, but a SPUD account is required to redeem it.

## How do I buy SPUD cards?

Head over to [SPUD.ca/spudcards](https://SPUD.ca/spudcards) and fill in the required information. There is no fee for purchasing the gift card – 100% of the amount of the gift card will be available to use. Payment is processed through PayPal, but no PayPal account is required. Payment can be made with Credit, Debit, or a PayPal account.

## Can I buy a SPUD card for any amount?

Gift cards can be purchased for any amount up to \$10,000.

## How will I receive my SPUD card?

SPUD cards will be emailed to you or to your specified recipient. The gift certificate code included in the email (beginning with GC) is the code required to redeem the card on a SPUD account.

## How do I redeem my SPUD card?

At checkout, enter the code that was emailed to you in the “Promo Code / Gift Certificate” box at the bottom of the checkout page.

## What if I don't use the full amount of my SPUD card in one order?

Any remaining funds will be added as a credit to your SPUD account and will be used automatically for your next order.

How can I get more information about ideas for promoting my fundraiser? How can I get more information about my specific question?

Reach out to our fundraising team at [fundraising@SPUD.ca](mailto:fundraising@SPUD.ca).

