

YANKEE CANDLE | FUND-RAISING

Retail Value of all of your orders by .0485. Maximum shipping charges on original orders will be \$240.00 Late orders will incur additional shipping charges.

Problems, Errors, Missing or Damaged Items:

Any errors or problems with your order should be reported to our Claims Department at (800) 351-1533 within 10 days of delivery. Whenever possible, please wait 2-3 days following distribution of your orders before contacting Yankee Candle Fundraising. For your convenience Yankee Candle Fundraising now provides web access for individual sellers to report damaged and or missing claims directly to Yankee Candle Fundraising. Sellers packing slip will instruct seller to go to www.yankeecandlefundraising.com and submit a Claims form. Reported missing and or damaged items will ship directly to the seller's home address. When chairperson submits claims on behalf of the seller, these missing and damaged items will be shipped directly to the organization address that Yankee Candle Fundraising has on file for your organization. As an added convenience Yankee Candle Fundraising will cross check claims by seller to ensure duplication of replacement product shipments does not occur. Please note items reported as missing that were not processed and billed on original invoice will be processed and billed as late orders and are subject to additional shipping and handling charges.

Substitutions and Back Orders:

All orders are subject to availability. In rare occurrences we will back order items from original order shipment. We reserve the right to substitute a similar or like item or provide gift cards that are of equal or greater value or issue a refund at the invoice price. When items are back ordered the seller manifest received for your order will indicate the item, seller and quantities impacted. When items become available we will ship the original back ordered items directly to your organization, labeled with individual seller name.

Returns/Exchanges:

Candles may be exchanged at any Yankee Candle retail store. Product returns must include your organization name, your Yankee Candle customer number and a note requesting a credit and should be sent to:

*Attn: Yankee Candle Fund-Raising Returns
Yankee Candle Company, Inc.
5 North Street*

So Deerfield, MA 01373

Credits will apply to orders returned within 90 days from the Fundraising Sale End Date.

We appreciate your business and hope you have a successful Yankee Candle Fund-Raising Sale.