

## Contact Us



**DMI Fundraising**  
**319 E 316 N Suite F**  
**Valparaiso IN 46383**

**(800) 628-5905 Toll Free**  
**(219) 464-9956 Local**  
**(219) 465-1356 Fax**

**Find us online at:**  
**[www.dmifundraising.com](http://www.dmifundraising.com)**



## Our Story

**Tell us your goal,  
we'll make it ours!..**

DMI Fundraising began operations in 1980 in our hometown of Valparaiso, Indiana. Our services met the local need for quality products and professionally organized fund-raisers among schools, bands, club and leagues.

DMI now nationally represents the best available products in the industry today - major brand candies, heavy weight wraps and unique collectibles.

Everyone needs to do fund raisers from time to time but few of us want to deal with the hassles of preparing sales materials or sorting product. By providing guided sale planning, free custom kick-off materials, free order tally and accurate sorting, DMI strives to make your job easier.

We're celebrating 25 years in service!

*Fannie May Candies*



Fundraiser

# FAQS




**[www. DMI Fundraising.com](http://www.DMIFundraising.com)**

*"I enjoy working with DMI. As a sponsor I have less to do and my group receives a large profit!"*  
*Courtney, M.*

## FAQS

### *What do I do when the sale ends?*

DMI provides tally service at no additional charge. This means you do not have to total your orders. Simply:

1. Check the orders forms for complete identifying information ( name, class, grade, etc. ). If a participant submits multiple order forms, please staple them together. 
2. Group the orders as you would like the product delivered ( by teacher or grade ). Place in envelopes and label with the name of the group.
3. Return "Group Envelopes" to DMI. If you are shipping forms to DMI, we strongly recommend the use UPS, DHL, FEDEX or any other track-able method.

### **IMPORTANT TIP:**

**Submit all three parts of the order form.**

### *How do I check the order status?*

Please allow 3-5 business days for your orders to be tallied. Your orders will be sorted and packed about 10 to 14 days after they are received. To check your order status, call ( 800 ) 628-5905. Your DMI Sales Representative will call to schedule your delivery.

**Allow 21 days for the delivery of your orders.**

## FAQS



### *When do I send in late orders?*

Fax in late orders as you receive them. The fax number is ( 219 ) 465-1356. We are happy to catch them up to their group or class. Very late orders may be assigned to a class/group of their own called "Late Orders. "

**Fax Late Orders To:**

**( 219 ) 465-1356**

### *How will our orders be packaged?*

DMI picks the items for each seller and packages them in bags. For orders of twenty items or more a box is used. Before the package is sealed, each items bar-code is scanned for packing accuracy. The original order form is packed with the products so the seller can quickly and easily make their deliveries. In the event that sellers collect money when delivering items, a money collection envelope will be provided.

## FAQS

### *Are there ever any substitutions?*

Occasionally we may experience shortages of popular products. Should we be unable to immediately fill an order we will offer a substitution automatically. Substitutions consist of an item of equal or greater value and a free gift. We will make every effort to notify you of any substitutions prior to delivery.

### *What if we receive a broken item?*

Call ( 800 ) 628-5905 and report the following:

- Name of seller
- Classroom
- Damaged Item

Your DMI Sales Representative will issue a credit and send a replacement.

### *What if someone says they are missing an item?*

If an error has occurred, please call ( 800 ) 628-5905 and report the following:

- Name of seller
- Classroom
- Item needed
- State if item appears on your "Teacher Collection Worksheet "

If the item does not appear on the Teacher Collection Worksheet, you have not been billed for it. A separate invoice will be sent.

*For further questions call ( 800 ) 628-5905*

**www.  Fundraising.com**

*Thanks for choosing DMI*