

Catalog Sales FAQS

For assistance call
800-628-5905

How do we get started?

Choose the catalog that you like best! Or, call a DMI Fundraising Consultant for a best recommendation. Group size, participants, location, season and dollar goal will all be considered. Once your catalog is selected, we help you set project dates, create a kickoff letter, set-up a prize program and define all the important details of your fundraiser.

How much will we make?

Your group will make a percentage of profit based on the retail amount shown in the catalog. There are no additional charges or hidden fees. The percentage is determined by the catalog you select and your group size. Profit can be as much as 50% plus free prizes and special offers. Call us for details.

Do we have to pay upfront?

No. You can apply for DMI credit. Customers can qualify by providing a copy of a school purchase order. Organizations other than schools can qualify for credit by:

- A) Providing a valid MC/VISA account number with available credit in the amount of the purchase, or
- B) Completing a "Credit Application/Purchase Agreement" and submitting it with an "Order Form"

Pre-pay sales: Product must be paid for at time of shipping.
Post-collect sales: Credit Terms are NET 20 DAYS.

How do we pay?

DMI accepts checks by phone, fax or mail. Credit card payments are accepted at time of purchase. Credit card payments made after credit terms have begun will incur a 3% convenience fee.

Checks by phone or MC/VISA: 1-800-628-5905

Checks by fax: 1-219-465-1356

Checks by mail: DMI FUNDRAISING, 319 E 316 N SUITE F, VALPARAISO, IN 46383

How long does delivery take?

Upon receiving your catalog order forms, DMI will tally the orders and sort and pack the product for each individual seller. Packages will be grouped together by class and labeled accordingly. Allow approximately 21 days for delivery of your sorted orders. Delivery is FREE!

Are there any charges for services?

No! DMI services are included! We provide, at no charge, collated kickoff packets with a color parent letter, money collection envelopes and bags. To encourage participation, DMI will also provide a free prize program! When the sale ends, we tally your orders, deliver the product and equip you with detailed reports to make record keeping easier.

What if we can't deliver all the items?

DMI accepts returns and will credit your account for items that you are not able to deliver. Ship returns to:
DMI FUNDRAISING, 319 E 316 B SUITE F, VALPARAISO, IN 46383

What if we need to change the date of our sale?

Contact DMI as soon as possible! We are happy to accommodate changes in sale dates, at no charge.

CANCELLATIONS: Customers who cancel a catalog sale after the kickoff materials are sent, will be charged a cancellation fee of \$50.00 or \$2 per kickoff packet, whichever is greater.