

# Collective Sales FAQ for Leaders & Helpers

Helpful answers to some common questions from group organisers

## What exactly is Collective Sales?

Collective Sales is a fundraising initiative that makes raising money simple, flexible, and completely risk-free. You'll receive a delivery of beautifully scented, UK-made candles, sell them at a price you choose, and keep 100% of the profit. There's no upfront payment, and any unsold candles can be returned for free.

## How much do the candles cost?

Each candle costs £9. You choose your own selling price (we recommend £15–£18), and your group keeps 100% of the profit.

## Do we have to pay upfront?

No – there's no upfront cost. You simply choose how many candles you'd like based on your fundraising goal and group size, we send them to you, and you have 28 days to pay the invoice.

## What if we don't sell them all?

No problem – you can return any unsold candles for free in the original packaging. Just make sure their in the same condition as wen you recieved them.

## Can we customise the candles?

Yes! You can request your preferred logo printed on the packaging sleeve (you'll just need to provide a high quality pixel or SVG image).

## Who do we contact for help?

You can get in touch with Collective Sales by contacting your organiser, or email Anna at [anna.grice@collectivesales.co.uk](mailto:anna.grice@collectivesales.co.uk).

## How is delivery arranged?

Delivery is free and typically takes 1-2 weeks from the time we confirm your order. If you're working to a tight deadline, let us know – we'll do our best to help!

## Can parents or supporters help sell candles too?

Absolutely! You can involve parents, relatives, and friends in the selling – especially for larger fundraisers like international trips. You can give them the supporter info letter that we provide and a few candles to show around their workplace or community.

## Can we choose different scents?

Our standard fundraiser scent is Lime, Basil & Mandarin – a fresh fragrance that appeals to a wide audience. This keeps things simple for group orders. If you're ordering large volumes, we offer options!



For more questions, you can always check out our full FAQ linked in the footer of our website: [www.collectivesales.co.uk](http://www.collectivesales.co.uk) It's packed with helpful details!