



Hut Favorites Fundraiser

Frequently Asked Questions

Who can apply for the Hut Favorites Fundraiser Program?

- Any non-profit and not-for-profit group or organization in Hawaii. This includes: schools, sports teams, clubs, church groups, etc.

How do we apply?

- Complete and email the registration form to phtbmarketing@thdfsg.com.
 - Oahu organizations will need to schedule an appointment to sign an agreement form, pick-up their Hut Favorites Cards and make payment. Walk-ins are not accepted.
 - Neighbor Island organizations will be emailed an informational packet including an agreement form to sign. The signed agreement form with payment, including shipping and handling (check only), will need to be mailed to the Hawaii Pizza Hut office.

Where will the appointment take place?

- Appointments will take place at the Hawaii Pizza Hut main office within the Oceanit Building in downtown Honolulu. The address is 828 Fort Street Mall, Suite 130, Honolulu, HI 96813. Please email phtbmarketing@thdfsg.com or call (808) 566-3200 Ext. 2283 for more information regarding directions and parking.

Where do I mail in my payment?

- For Neighbor Island organizations, please mail orders to Hawaii Pizza Hut, Attn: Marketing-Fundraising, 828 Fort Street Mall, Suite 130, Honolulu, HI 96813.

Who can pick up the Hut Favorites Cards?

- Primary contact person must pick up the cards at their scheduled appointment. At this time, they may list a secondary contact. Only primary and secondary contacts may pick up future orders.

Is there a minimum card order?

- A minimum of 100 cards must be purchased. These cards are not refundable. If your group sells less than 100 cards, your group is still required to pay for the minimum 100 cards.

What if we need more cards?

- You can always order more! Cards must be ordered in increments of 25 (ie: 25, 50, 75, etc.)
 - Oahu Organizations: Another appointment will need to be made for pick-up.
 - Neighbor Island Organizations: Mail in "Additional Purchase Fundraiser Agreement Form" with payment (check only), including shipping and handling.
- These cards will have a new expiration date and are 100% refundable if returned within 90 days of the signed contract.

Is there a limit to how many cards we can order?

- You may purchase up to 500 cards each time you place an order with us.

Do we need to make a down payment or deposit?

- We require a full 100% payment up front for the cards.

How can we pay for the cards?

- Oahu Organizations:
 - Cash: No limit, MUST be the exact amount.
 - Check: Business or Club Checks- Maximum of \$300 per order.
 - Credit Cards: MasterCard or VISA- Maximum of \$1000 per order.
 - Cashier's Check or USPS Money Order
- Neighbor Island Organizations:
 - Check: Business or Club Checks- Maximum of \$300 per order. The check must be received before any cards are sent out.
 - Cashier's Check or USPS Money Order
- Please contact phtbmarketing@thdfsg.com if your payment exceeds any of these limits.

How far in advance do we need to place our order?

- We request at least a one-week notice for all orders.
- Should your group need to start sooner, please email phtbmarketing@thdfsg.com to see if special arrangements can be made.

How long can we run the fundraiser?

- A recommended timeframe for your organization's fundraiser is about 90 days. This includes the one-week notice for cards to be provided to your organization and then sold to supporters.
 - Please keep the 90-day return policy in mind should your organization need to return any cards. No refunds/exchanges will be made after this date.

When can we start the sale?

- Once you have registered your organization for the Hut Favorites fundraiser, we will provide you with the materials to begin selling the Hut Favorites cards. It is up to your organization when to start the sale, but we recommend starting soon after receiving the cards to utilize the maximum number of selling days.

What happens if we don't sell all the cards?

- If your organization ordered more than 100 cards, the number of cards ordered over the 100-card minimum may be returned (Example: You may return 25 cards from your 125 card order. Your organization is financially responsible for the first 100 cards, whether unsold or sold.)

What happens if cards are lost or stolen?

- Please treat cards like cash. Lost or stolen cards will not be replaced or refunded.

Is there an expiration date on Hut Favorites Cards?

- Cards will expire six months from the date they were purchased.

What happens if cards are past the expiration date?

- There are no refunds, exchanges or substitutions for expired cards. Once the cards pass its expiration date, the customer forfeits the monetary value.