



# RaiseRight™

Simply the right way to fundraise

## **Customer Support**

Talk to our dedicated team of fundraising experts to:

Answer questions about your order

Provide suggestions to grow your earnings

Make updates to your program and more

**[Support@RaiseRight.com](mailto:Support@RaiseRight.com)**

**1-800-727-4715 Option 3**

**Chat-2**

## Organization Orders

This is used when buying gift cards in bulk to sell onsite at your organization or combining participant orders into one shipment.

Orders placed by 2:00 p.m. ET Monday through Friday will leave RaiseRight the next business day and ship based on the selected delivery option. All orders ship using UPS.

Delivery time is based on the day your order leaves RaiseRight, not the day the order is placed. Your estimated ship date will be displayed at checkout.

### Delivery options & shipping costs

UPDATE: Effective August 15, 2022, organization shipping rates increased due to rising fuel costs and other delivery surcharges. The new shipping rates are reflected in the table below.

UPS® Ground	UPS Next Day Air Saver®	UPS Next Day Air®
\$10.50	\$16.00	\$16.75
Delivery time varies by distance, typically 1 to 5 days. See the Transit Map below to estimate based on your location.	Next business afternoon delivery. Overnight delivery by 3 p.m. to most U.S. addresses; by 4:30 p.m. to rural areas.	Next business day early delivery. Overnight delivery by 12:00 p.m. to most U.S. addresses; by noon or 4:30 p.m. in remote areas.

## Participant Ship to Home Orders

Participants have the option to ship orders for select gift card brands directly to their home or other preferred address.

Orders must be placed on RaiseRight.com or through the mobile app and paid for online with a bank account or credit card.

Includes 250+ brands and counting. Brands are labeled "Ship to Home Eligible".

Maximum of 16 gift cards per order, no minimum.

Orders placed by noon ET Monday through Friday will leave our fulfillment center the next business day if shipping via U.S. Postal Service Mail or UPS® Ground. If shipping via UPS Next Day Air®, orders received by noon ET Monday through Friday will leave our fulfillment center the same day.

Your estimated ship date will be displayed at checkout and the delivery timeframe will depend on the shipping method you select.

### Delivery options & shipping costs

Shipping Method	U.S. Postal Service First Class Mail®	UPS® Ground	UPS Next Day Air®
Shipping Cost	\$.50	\$11.00	\$16.00
Handling Fee (\$.50 per card)	\$.50 - \$8.00	\$.50 - \$8.00	\$.50 - \$8.00
	Delivery timeframe varies, based on location and time of year. No tracking information is provided.	Delivery timeframe varies. Typically 1-5 days based on location and time of year. A UPS tracking number will be provided.	Next business day early delivery. Overnight delivery by noon ET to most addresses; by noon or 4:30 p.m. in remote areas. A UPS tracking number will be provided.