

## FAQ's for CAMP MASTERS – for Councils and Units

1. Do we need a loading dock and fork lift for delivery?  
Each delivery location should have a standard truck dock that can be accessed by a semi-tractor/trailer and have a standard forklift available for unloading.
2. Can we receive an order without loading dock and fork lift?  
Technically, this is NOT allowed. But if necessary, special arrangements can be made. There will be additional charges to the Council for this and must be pre-approved by delivery location before scheduling truck/trailer. Council will be responsible for arranging all personnel to unload, stack, and distribute product.
3. How many products can be put on an order form?  
15 products per order form.
4. Why can't I sell products not carried by my council?  
Council chooses products that are best fit for their units and marketing area.
5. Where can I get information on promotional materials available for purchase?  
You can go to [popcornordering.com](http://popcornordering.com) for all your promotional material orders.
6. How do I handle product damaged in shipment?  
All returns must go through the Council.
7. Why can't I get chocolate popcorn products before Oct 1?  
We do not ship any chocolate (milk, white) covered products during heat season due to possible melting in transit to assure a quality product when reaching the customer.
8. Does CAMP MASTERS have a shipment receiving checklist?  
Yes, your "PACKING LIST" is your checklist for products shipped. You should check this list as you are unloading product to assure all items are accounted for.
9. Does CAMP MASTERS have a Popcorn Warehouse Guide?  
Yes, this is on the [campmasters.org](http://campmasters.org) website – "CAMP MASTERS ON-LINE ORDERIING FOR COUNCILS AND UNIT LEADERS" Log in, go to your Council, and choose Warehouse.
10. What is CAMP MASTERS 100% satisfaction guarantee?  
Ramsey Popcorn guarantees complete satisfaction with your purchase. If not completely satisfied the consumer will receive a replacement product of equal or greater value ground shipped to them at our expense.