



Social fundraising events - questions

I've registered online but haven't received my fair trade feast pack. What should I do?

When you registered you should arrive at a web page containing a PDF of the pack which you can then download and print out yourself.

If you would prefer a hard copy of the pack, you can [order one from our webstore](#), or call Customer Services on 0191 491 0591.

I ordered a hard copy of the pack but I haven't received it.

Orders take up to 14 days to be delivered.

If you have received your pack after this time period, please call our Customer Services department on 0191 491 0591.

Do I have to pay for postage and packing?

If you order the feast pack as a single item, you can get free carriage by quoting reference 46336 when you order through the webstore, or over the phone.

For more information [visit the Traidcraft webstore](#). This offer is not available when you purchase the pack with other products.

Can I use JustGiving to collect donations for my event, instead of asking people to bring a donation on the day?

Yes. Visit the [JustGiving website](#). Then, when you've set up your page, just send an email round to everyone you're inviting.