



# FAQs

## Where do I order?

Visit our website, [marketday.com](http://marketday.com), browse the categories at the top of our homepage, click on the products you would like to purchase, and add the items to your cart! Click the red cart on the top right hand corner of the website when you are finished shopping!

## Why are we charged for shipping?

Market Day ships your food frozen in a cooler with enough dry ice to keep your food frozen in transit and for at least 8 hours after your order arrives at your door. FedEx delivers all Market Day orders directly to your front door.

Please note that each month we offer a special value for our customers- some bundles will offer free shipping and others may offer a special product or price.

## How do I register my school to fundraise with Market Day?

*[Click here to register your school!](#)*

## How do I support my school with my purchases?

*[Click here to see the step by step process!](#)*

## What payment methods do you accept?

We currently accept all major credit cards.

## When does our School get paid?

Checks are mailed quarterly to your school/organization's address.

## Who is my school's local contact person?

We hope that our monthly Webinars, Facebook group, and PTO toolkit answer most of your questions, however if you have specific or additional questions - contact our Customer Care Team here: [help@marketdaylocal.com](mailto:help@marketdaylocal.com)

## Where are your \_\_\_\_\_ products?

Market Day is continuing to add new products to our website each month! If there is a specific product that you are interested in please email us at [help@marketdaylocal.com](mailto:help@marketdaylocal.com).

## Can you send me a catalog?

All of Market Day's current offerings are available on our website! Market Day no longer sends out paper catalogs, or order forms.

## How do I change which school my donation goes to?

Visit our website! First, login to your account. Then, next to the name of your school that you are currently supporting, click Change. Simply search for the name of the organization you wish to support and click SUBMIT.