

# Copperfield's Community Book Fair: FAQ Sheet

## Community Online Book Fair

Hosted by: Copperfield's Book Fair

**Wednesday 5/20 – Tuesday 6/30**

Website: [copperfair.com](http://copperfair.com)



**Q: How do I know if my chosen school is participating in the Community Online Book Fair?**

- You may allocate your donation to the elementary, middle, or high school of your choice within Sonoma, Napa, Marin, San Francisco, or Mendocino counties. All requests will be honored.

**Q: How do I allocate my donation?**

- As you are checking out on the website there is a place to indicate which school you would like the donation to go to.

**Q: Can the donations go to multiple schools?**

- Only one school may benefit per order. If a you would like to place multiple orders to benefit multiple schools, you are more than welcome to do so.

**Q: What donation amount will the school receive?**

- The school will receive 10% of every allocated order (pre-tax, and pre shipping).

**Q: What type of selection can be expected on the website?**

- The website has over 4,500 titles ranging from infant board books to 18+ young adult. We do not currently have adult books on the Copperfield's Book Fair website.

**Q: If we would like to order adult books, may we order from the main Copperfield's Books website?**

- You are more than welcome to make purchases from the main Copperfield's Books website ([copperfieldsbooks.com](http://copperfieldsbooks.com)), however, **ONLY purchases from copperfair.com** will allow for donations to schools.

**Q: When can I expect my order to be delivered?**

- Orders will be delivered directly to your requested shipping address 5 – 15 business days from date of purchase.

**Q: Is there a shipping charge?**

- A flat-rate shipping charge of \$3.00 per order will be applied at checkout.

**Q: What can be expected if a title is ordered and you discovered that it is not actually available after the fact?**

- We will reach out to you directly to either issue a refund or offer another option.

**Q: If we don't see a title on the website that we would like order, who should we contact?**

- Please send an email to **bookfair@copperbook.com**
- There will be someone available Monday – Friday 9:00am to 3:00pm to answer your requests, and it doesn't take more than a few minutes to add a new title to the website. We will reach out once it is added so you are aware.

**Q: What if we have more general questions or order inquiries?**

- Please send an email to **bookfair@copperbook.com**
- There will be someone available Monday – Friday 9:00am to 3:00pm to answer your questions.