

## FREQUENTLY ASKED QUESTIONS: SALES, DISCOUNTS & PRICING

### **Do you offer sales or discounts?**

Yes, in a variety of ways.

Our website has a specific link titled [Specials](#) that shows our web-advertised specials. These prices are valid regardless of whether you order online or in person, so if you order one (or more) of these items in person, just remind us you saw it on sale on the web (we're a little forgetful sometimes).

We also have a large variety of items on sale within the store, but you can only see and purchase these items by coming into the store.

During specific youth sports seasons, youth sports trophies for the relevant sport are offered to all teams at our lowest price for the style of that award, regardless of the quantity of your order.

During the academic year, Dande Company offers a series of plaques that can be used to recognize student academic, sporting, and other accomplishments, at a discounted rate. We offer this special rate to schools because we order their products annually in quantity and use a standard format for these awards. During the academic year, schools can find these items by going to the bottom of our [Home](#) page, where they are listed in the Featured Products section.

### **I heard that you have a promotion for children with deployed parents – how does that work?**

Unfortunately, we have had to discontinue this program.

### **Do you have other military discounts?**

No. But in many cases, our prices are competitive, if not better, than many other local providers offering military discounts.

### **Do you have quantity rates?**

Yes.

Some of the items shown on our website have different prices depending on the quantity ordered. You can see these price breaks by clicking on the thumbnail image of the product and then using the pulldown menu under Available Options.

If a quantity price break is not shown and you have what you feel is a large quantity order, [Contact Us](#) directly to discuss this option.

During specific youth sports seasons, youth sports trophies for the relevant sport are offered to all teams at our lowest price for the style of that award, regardless of the quantity of your order.

## **Your prices are more than what I paid last year – can I get last year’s pricing?**

Unfortunately, just like all other businesses, we are experiencing price increases on the back end, primarily involving increased cost of our product supplies, increased shipping costs to get the supplies from the manufacturers to our store, and increased local labor costs. To continue to offer you quality products and service, we have had to increase our prices on some products. Many of our items have not increased in price over several years, some of our products and services have actually decreased in price, and in cases where we have had to raise prices we have tried to add similar products to our line that reflect the lower cost. Ultimately, however, unless we have a specifically negotiated contractual agreement with you to hold costs over a period of time, the current published and/or stated price is what we must charge at that time.

## **But I have a flyer that lists this item at a lower price – can I still get the lower price?**

Maybe. Some of our flyers have a date range at the top (like 2007-2008), with notation on the bottom that prices are updated annually around July/August. Because much of our work is done for schools, we do this so price increases are not occurring in the middle of a school budget year. If you have a flyer with an old date and statement of annual price updates, those prices are no longer valid and the current year prices will be charged.

Other of our flyers have a small set of 4 numbers down on the bottom right of the page. Those numbers represent a month and a year (e.g., 0808 means August 2008). If an item on one of those flyers is shown at a price lower than advertised on our website or in the store, we will honor the flyer price up to 1 year past the month and year noted on the bottom.

## **But I saw the same trophy advertised on another website that cost a lot less – are you sure you can’t give me a reduced price?**

We ask you, in all due respect, to consider the source:

If it is **another local trophy/awards retailer**, take a closer look at all their products and costs compared to ours. You’ll see that some of their items are less expensive, some are more. We each choose to supply, stock, and discount differently. If you are a customer that orders a variety of products from us over the course of a year, we believe the costs will even out in the long-run. We try to provide you with exceptional customer service and a shopping environment that will keep you coming back, but if you are more comfortable spending a little less money by going somewhere else, we do understand that sometimes the bottom line is the final answer.

If, however, the **online retailer you are considering is located outside our geographic area**, be sure you understand clearly what you are getting and paying for. Often, those other sites are showing individual prices for extremely large quantity orders, some charge extra for lettering, and a lot of them charge shipping rates that are considerably more than what it will cost you in gas to pick up your order from us.

If you still feel you’re getting a better deal from the online retailer, consider the impact your choice has on our local economy. When you purchase locally, you are providing work for local citizens. When you purchase locally, you must pay sales tax, but that tax is then spent on Washington State programs and services. Local businesses pay additional taxes to the state based on their revenues, but those taxes are also spent on state programs and services that benefit many. Many local businesses go even further to support their communities by donating products, services, time, and money to local groups, activities, and other efforts. Without your purchases at local businesses, whether ours or others, none of this would be possible.