



HALLOWEEN CANDY GIVE-BACK CAMPAIGN FAQ'S

Q. I signed up to collect candy but didn't receive an email confirmation. What should I do?

A. Our online candy kit can be found by following this [link](#). This will help you get your campaign started!

Q. Where is the drop-off location nearest me?

A. If you would like to see a list of the available drop off locations around the country, please email us at Candy@OperationGratitude.com and use the subject line "Drop-off Locations".

If you are a large candy donor (over 250lbs) we will be working to identify local first responder and veteran organizations in your community for you to donate to directly. This will not only help save money on the cost of shipping but will also provide an opportunity for you to give back to the local heroes that serve right in your own community. While we cannot guarantee that we will find a local donor for each of our large donors, we will do our best!

If you would like to be added to the list of public drop-off locations, please email us at Candy@OperationGratitude.com.

Q. I know of a First Responder Department or Veteran Organization that would like to receive donated candy, what should I do?

A. We would LOVE to hear from them! Please have the POC from the department or organization email us directly at Candy@OperationGratitude.com and use the subject line "Candy Request".

Q. Can I drop candy off at Operation Gratitude's headquarters in Chatsworth?

A. YES! We would love to meet you! Our headquarters (what we call "the FOB") is open Monday through Friday from 9 AM to 4 PM. Our address is on our website. *We ask that your candy is dropped off no later than November 13th.*

Q. Where can I get the barcodes I need to put in the box(es) I'm shipping?

A. Fill out the donor form here: [Donation Form](#) It looks just like the sign-up form, but I promise it's different! Once you fill it out, you will be emailed barcodes to include inside and outside the packages you send. You only need to fill out one donation form no matter how many boxes you send. **These barcodes are NOT shipping labels. You are still responsible for paying to ship the boxes you pack up!** If you filled out the form linked above, check your inbox and spam folders for the barcodes! If you did not

receive them, please email us at Candy@OperationGratitude.com and use the subject line “Barcodes Needed”.

Q. What is the shipping deadline? What is the drop-off deadline?

A. Candy must be postmarked by November 8. **Please note: The shipping deadline date does not mean that your candy must be received by November 8. There is no need to ship overnight or express.** *If you are dropping candy off directly to us at Operation Gratitude, please do so no later than November 13 in order to give us time to process the candy to send out in care packages.*

Q. Why is the deadline to ship so soon?

A. We want to be able to ship our care packages to deployed troops overseas as close to Halloween as possible. In order to do this, we need to receive all the candy at our headquarters before our scheduled assembly day on November 16th.

Q. Can I donate chocolate?

A. Yes! We are accepting chocolate candy this year.

Q. What if I cannot afford to ship my candy?

A. We understand that shipping can be costly, however, because we receive hundreds of thousands of pounds of candy we cannot help with shipping costs. We encourage you to contact local

freight and trucking companies in your area to see if they can assist. You may also consider asking each donor to also include \$1 with their candy to help offset shipping costs. Please remember that the cost of shipping your donation to us is tax-deductible.

Q. I received cash donations in addition to candy, should I use it to buy more candy?

A. No, instead of purchasing more candy with these donations, please use them to purchase items from our wishlist! Our wishlist can be found on our website, [here](#) and reflects the items we are currently in most need of. You can also make financial donations on our website, [here](#) or by sending a check to us at:

Operation Gratitude

P.O. Box 260257

Encino, CA 91426-0257

Please do not include financial donations with your candy shipment as they may get lost in the shuffle.

If you do not see your question on our FAQ's, please email us at candy@operationgratitude.com with the subject line "FAQs" and our team will get back to you with an answer as soon as possible!