



## Frequently Asked Questions

### 1. How much are the bracelets?

The Sparkles of Hope™ bracelet is \$40.00 plus shipping, handling and tax for a total of \$50.80.

### 2. Where can I get a Sparkles of Hope™ bracelet?

**Online** at [cancercarefoundation.nl.ca](http://cancercarefoundation.nl.ca) or in person at  
Dr. H. Bliss Murphy Cancer Care Foundation  
Dr. H. Bliss Murphy Cancer Centre  
300 Prince Philip Drive  
St. John's, NL A1B 3V6

### 3. How long will it take to receive my order?

Your order will be processed within 7-10 business days.

### 4. How can I pay for my bracelet?

Visa, Mastercard or American Express  
Cash or Cheque

### 5. I don't have a credit card but would like to send you a cheque for the bracelet. How do I do that?

You can send along a cheque made payable to the Cancer Care Foundation to:

Dr. H. Bliss Murphy Cancer Care Foundation  
300 Prince Philip Drive, St. John's, NL, A1B 3V6.

*Please include your mailing address, phone number and e-mail address (if applicable)*

**6. What sizes do the bracelets come in?**

The Sparkles of Hope™ Bracelet has been constructed with strong jewelry elastic that makes the piece expandable which eliminates the need of ordering a specific size (ie. small, medium, large).

**7. What is the deadline for ordering to receive my bracelet in time for Christmas 2016?**

Thursday, December 8, 2016

**8. Why do I have to pay tax?**

As a charitable organization we are obligated to follow the guidelines from the Canada Revenue Agency. As a charity, once we reach a certain dollar value annually on a retail item, we are obligated to charge HST. Our charitable business number is 86250 7977 RR0001.

**9. Is there a warranty on the Sparkles of Hope™ bracelet?**

Sparkles of Hope™ are sold without warranty. All sales are **final**. We thank you for choosing to support cancer care in Newfoundland and Labrador.

**10. Can I exchange my bracelet if it breaks?**

The manufacturer of the Sparkles of Hope™ bracelet does not offer a warranty on the product. The Cancer Care Foundation is unable to replace or exchange bracelets at the cost to the charity. We appreciate your understanding in our effort to raise funds in support of cancer care in Newfoundland and Labrador.

**11. Where does the money go?**

The Dr. H. Bliss Murphy Cancer Care Foundation is a registered charity raising funds to support the Dr. H. Bliss Murphy Cancer Centre in St. John's, Cancer Centres located in Gander, Grand Falls-Windsor and Corner Brook along with chemotherapy delivery sites around Newfoundland and Labrador.

In purchasing a Sparkles of Hope™ bracelet you will be supporting cancer care in Newfoundland and Labrador.

## 12. How do I contact the Dr. H. Bliss Murphy Cancer Care Foundation?

### **Dr. H. Bliss Murphy Cancer Care Foundation**

Dr. H. Bliss Murphy Cancer Centre  
Prince Philip Drive  
St. John's, NL, A1B 3V6

**Phone: (709) 777-7589**

**Fax: (709) 777-2372**

**Website: [www.cancercarefoundation.nl.ca](http://www.cancercarefoundation.nl.ca)**

