



FREQUENTLY ASKED QUESTIONS

How will my holiday products be shipped?

We ship our products using FedEx Ground from our Belfair, Washington facility. Each product is shipped by style in packs of 5. For items with bows these are provided on the side and easy to attach. We package them this way to avoid crumpled and squashed bows.

When will I receive my order?

Shipping of your fresh, handmade products will occur between November 20 and December 1, 2019. You will receive an email notification from us with FedEx tracking information once your order has shipped. Please plan up to 1 week for shipping.

How do I care for the wreath or holiday product?

Our fresh noble products will offer several weeks' worth of beauty when taken care of properly. Display in a dry location. Avoid direct heat and temperatures above 65 degrees F. Avoid temperatures under 35 degrees F. Christmas greens are beautiful when used indoors, just note they may dry more quickly, reducing longevity.

What makes your wreaths different than others?

We use our signature High Mountain Blue Noble® as the base for all of our handcrafted noble wreaths. This noble is grown in the nutrient-rich, volcanic soil surrounding Mount St. Helens, where the cold winters and warm summers produce a silver-blue color, denser needle span and longer needle retention.

All of our wreaths are made from Continental Floral Greens grown products and produced specifically for your order, by hand. A hand tied wreath provides a higher quality construction than a mass-produced, crimped wreath.

All of our Western greens are grown in the wild, all natural. We take great care of our land and resources so that we may harvest beautiful greens now and for generations to come.

Why should I buy our greens from the "Rainforest to Rainforest" program?

When buying holiday greens from the Rainforest to Rainforest program you are making a significant contribution to the Maya Biosphere Reserve – a reserve protecting 5 million acres of beautiful, lush and productive tropical rainforest in Petén, Guatemala and the communities of hardworking families that call this area home. Continental Floral Greens has partnered with University of Minnesota and Rainforest Alliance to contribute to the Maya Biosphere Reserve Community Development Fund so that we can stop serious threats to this rainforest like illegal farming, forest fires and poaching and increase access to education and health care, so that these communities can sustain their way of life and we protect the delicate balance of the Earth's ecosystem that this rainforest contributes so importantly.

Click [here](#) to read more about the achievements made by the Maya Biosphere Reserve.

What happens if I receive a damaged product?

If you have any concerns about the products you receive, contact us at RainforestSales@cfgreens.com within 48 hours of receiving your product.

How much is donated to this fund?

Depending on the shipping costs, up to 20% of the proceeds are donated directly to the Maya Biosphere Reserve Community Development Fund. At the conclusion of the 2018 program, we will share the total funds raised by this effort with you.

Why is it called “Rainforest to Rainforest”?

At Continental Floral Greens we harvest many of our greens from our own forests in Western Washington. While we are almost 4,000 miles away from Petén, Guatemala our forests are also rainforests – called temperate rainforests, made up of coniferous trees and receiving heavy rainfall. We, too, understand the importance of proper, and sustainable, forest management practices. Because of these similarities, we feel deeply connected to the communities within the Maya Biosphere Reserve and are eager to help with our Rainforest to Rainforest program. Rainforest to Rainforest. One rainforest helping another.

How does this program work?

This program is designed to be simple and flexible. You can choose to either “Pre-Sell” the products using the sales materials we provide, then place your final order on our Rainforest to Rainforest webstore. Or you can purchase products from the webstore and hold a holiday sales event once you receive the product. The Sales Prices are determined by you as well. The price you pay for the cases of products on the Rainforest to Rainforest webstore include an initial contribution to the Maya Biosphere Reserve Community Fund. If you choose to sell your products for more, you can certainly increase your contribution to the Fund or raise additional funds for your congregation.

How else can I help this important initiative?

In partnership with the Rainforest Alliance and University of Minnesota, we also offer a Palm Sunday Program to contribute to this very important cause. Email us at RainforestSales@cfgreens.com to find out more about our Palm Sunday program

If you are interested in making an additional donation to the Maya Biosphere Reserve Community Development Fund, contact us at RainforestSales@cfgreens.com.

Can I order other products?

These products have been designed specifically for the Rainforest to Rainforest program, however, at CFG we offer a wide selection of holiday and year-round products. Contact us at RainforestSales@cfgreens.com to find out more.

What do I do with additional items in the 5 pack that may not have been sold?

These are perfect if a customer's wreath is damaged/lost during distribution. They can also be sold to those who did not place an order in time, or to decorate your church.

Can I order these products for other fundraising programs?

While this is a unique fundraising webstore specifically supporting the Maya Biosphere Reserve, we offer a traditional fundraising program as well. Contact us at RainforestSales@cfgreens.com to learn more.

How are these funds used within the communities?

These funds help to bring education and health care into these forest communities- especially for the women and children. These funds also help to prevent deforestation by illegal logging, ranching and poaching.

You can read more about the conservation efforts of this rainforest, [here](#).

Can I visit these communities?

The communities in the Maya Biosphere Reserve are pleased to have visitors. In fact, tourism is a key economic contributor in several of the communities. Contact us at RainforestSales@cfgreens.com and we'd be happy to connect you with the right contact.