

MAMA'S PIES

FREQUENTLY ASKED QUESTIONS

Quick Date References:

- Last Day to purchase pies online – Saturday, November 20th or until supplies last.
- Last Day to submit paper order forms – Wednesday, November 17th (supplies not guaranteed)
- Pie pick-up day – Wednesday, November 24th

Buying Pies & Pie Details:

Q: Where can I purchase my pie?

You can purchase your pies:

1. Online at www.mamaspies.org
2. By calling 619-233-6262
3. By using a paper order form from one of our volunteer pie sellers.

Q: When is the last day I can order pies?

You can order your pies online until Saturday, November 20th at midnight or until supplies last. If you wish to order using a paper order form, please order by Wednesday, November 17th (supplies not guaranteed).

Q: How much does it cost to purchase a pie?

Traditional apple, pumpkin, pecan or Dutch apple pies cost \$30. Our Holiday Feast donations are also \$30. \$20 of each pie purchased is tax-deductible, and \$30 (100%) of each Holiday Feast donation is tax-deductible.

Q: What flavors do the pies come in, and can I request which baker makes my pie?

We have traditional apple, pumpkin, pecan and Dutch apple pies. Unfortunately, it is not possible to request a pie from a particular baker, but we assure you that all the pies are baked with love.

Q: Who bakes the pies?

Over two dozen local bakers, restaurants, and caterers support our pie sale. A full listing of pie bakers can be seen on the “Bakers” section – <https://mamaspies.org/bakers/>

Q: Rather than buy a pie, I want to make a gift to Mama’s Kitchen. Can I do this online?

Yes, just select enter a donation under “Donate Holiday Feast Meals” at checkout. We appreciate your support!

Q: What are Holiday Feast meals?

Our Holiday Feast is a monetary donation that goes directly to providing twelve meals to a Mama’s Kitchen client. 100% of the price of each Holiday Feast is tax-deductible (\$30).

Q: Are pie purchases tax-deductible?

Yes! \$20 of each pie purchased is tax-deductible, and \$30 (100%) of each Holiday Feast is tax-deductible.

Pie Pick Up:

Q: What are the days and times I can pick up my pie?

Pies are available for pick up from our public distribution sites on Wednesday, November 24th, between 10am-5pm. When picking up your pies please check your receipt to find your selected pickup day and place. An email reminder will also be sent to you prior to the pickup date.

Q: If I can’t make it to a pickup location, what should I do?

A friend can pick up your pie for you with your order number. Unfortunately, we are unable to deliver the pie to you. If you are unable to pick up your pie, it will be donated to a charity. If you know ahead of time that you will be unable to pick up your pie, buy a Holiday Feast for a Mama’s Kitchen client instead!

Q: I am going out of town for Thanksgiving. Can I have my pies sent out of town?

Unfortunately, we are not able to send pies out of San Diego. Or you can donate a Holiday Feast that provides twelve meals to our clients. Now that’s a sweet deal.

Q: What happens if I buy a pie and forget to pick it up within the specified time?

Due to space and refrigeration limitations, we require that all pies be picked up on the designated day. If pies are not picked up, they are donated to a local charity.

Q: What happens if one of my pies is damaged?

In the past, every single donated pie was opened and visually checked by our Pie Central volunteers before heading out for pick up. Due to health safety guidelines, we will not be able to open and check every pie this year. Our bakers put a lot of time and love into making the perfect pie, but if your pie is not what you were hoping for, we will do our best to replace it if we have extra pies. If we do not have extra pies, we will refund your pie purchase or give you a voucher for a free pie next year! Just give us a call or email silvia@mamaskitchen.org.

Q: Will you deliver my pies to me?

We have several public pickup sites around San Diego County. If you are a pie seller and wish to designate your own site as a pickup site for your pie buyers, you may do so. If you sell 40 or more pies, we will deliver them to your Pickup site.

Q: Can I request a refund if I change my mind?

At this time we are not offering refunds. Buyers can transfer their pies to another person. If so, please notify Mama's Kitchen in advance or send your email receipt to the person picking up pies.

Q: Can I make changes to my order, such as pie flavors, quantities and pickup location?

- If you need to make changes to your order please email Silvia at silvia@mamaskitchen.org, or call (619) 233-6262 ext. 114. **Changes can be made up until Friday, November 19th at 12 p.m.**

Q: What flavors do the pies come in, and can I request which baker makes my pie?

We have traditional apple, pumpkin, pecan and Dutch apple pies. Unfortunately, it is not possible to request a pie from a particular baker, but we assure you that all the pies are baked with love.

Q: How much does it cost to purchase a pie?

Traditional apple, pumpkin, pecan or Dutch apple pies cost \$30. Our Holiday Feast donations are also \$30. \$20 of each pie purchased is tax-deductible, and \$30 (100%) of each Holiday Feast donation is tax-deductible.

Q: Who bakes the pies?

Over two dozen local bakers, restaurants, and caterers support our pie sale. A full listing of pie bakers can be seen on the "Bakers" section – <https://mamaspies.org/bakers/>

Individual and Team Pie Sellers:

Q: What do I have to do to be a Pie Seller?

It's easy. Register at <https://mamaspies.org/seller-sign-up/>. If you need assistance, please email pie@mamaskitchen.org

Q: What is the minimum number of pies I can set as my sales goal?

You can sell any number of pies you feel comfortable with! Remember, for every pie you sell, Mama's Kitchen can prepare and deliver twelve lifesaving meals to one of our clients, so the more you sell, the more you are helping those in need.

Q: What if I have other questions?

Give us a call at 619-233-6262 or email silvia@mamaskitchen.org. We're happy to answer any questions you may have. Happy Thanksgiving!