



Frequently Asked Questions for Shoppers

Why shop through the JLI Virtual Holiday Mart?

- For the last 50 years, the JLI Holiday Mart has raised millions of dollars that has allowed JLI to give more than \$4.7 Million to non-profits in central Indiana focused primarily on the health and education of children and families. Shopping at the Virtual Holiday Mart 2020 directly impacts JLI's ability to continue this very necessary support in its vision to *Build Better Communities*.

What is the price of Admission?

- No costs associated with the Virtual Holiday Mart. Shopping is free!

What are the hours for shopping?

- 24 hours a day beginning November 17, 2020 and ending at midnight on November 30, 2020.

How will I find my favorite Merchants?

- A search bar is built into the home page for you to search.

What if I don't remember the name of my favorite Merchant(s)?

- Visit <https://www.jlindy.org/celebrated-merchants/> for a listing of last year's merchants.

What if I want to shop for specific items?

- There will be categories for shopping, i.e., clothing, accessories, holiday décor, etc. and also a search bar.

How will I know when the Virtual Holiday Mart is open?

- You will receive an email from JLI notifying you when Holiday Mart officially opens, which will include a direct link to the virtual shopping platform. For additional details and featured merchants, you may also follow Holiday Mart on Facebook (@JLIHolidayMart), Twitter (@JLIHolidayMart) and Instagram (@jliholidaymart).

Who is responsible for sending merchandise I order?

- The merchant you order from is responsible for shipping your merchandise within seven (7) days of the order.

What if I don't receive my order?

- You will need to contact the merchant. Junior League is not responsible for shipping merchandise.

How will I pay for my order?

- All major credit cards and debit cards are accepted. Checks are not an authorized form of payment.

Can I return merchandise?

- Due to current circumstances, the Marketplace will not be accepting returns or exchanges for any items unless the item you purchased is defective. An item is considered defective if it has been excessively damaged during packaging or shipping due to no fault of the buyer.

For more information, or other questions, please call Junior League of Indianapolis (317) 925-4600.

Mission Statement

The Junior League of Indianapolis is an organization of women committed to promoting voluntarism, developing the potential of women, and improving the community through the effective action and leadership of trained volunteers. Its purpose is exclusively educational and charitable.

Vision Statement

The Junior League of Indianapolis will be a catalyst for lasting change in the lives of children and their families in our community.

Diversity & Inclusion Statement

The Junior League welcomes all women who value our Mission. We are committed to inclusive environments of diverse individuals, organizations and communities.