

Frequently Asked Customer Questions

Can I refreeze my cheesecake after serving a few slices?

Absolutely!

Simply return the remaining cheesecake to the freezer as soon as possible after serving.

How long will my cheesecake stay fresh?

When properly stored in the freezer, our cheesecakes maintain excellent quality for up to six months.

Can I thaw and refreeze more than once?

Yes.

As long as the cheesecake is handled properly and returned to the freezer promptly after serving, customers can continue enjoying it over time.

Do the pies freeze well too?

Yes!

Our Apple Crumb Pie also freezes beautifully and may be thawed whenever you're ready to enjoy it.

Helping Customers Enjoy Every Bite

Our goal isn't simply to provide great desserts.

We want every customer to enjoy their purchase from the very first slice to the very last.

By following these simple storage and serving recommendations, customers can enjoy the same delicious quality weeks—or even months—after their fundraiser.



Final Madd Tip

One of the easiest ways to increase future fundraiser sales is to make sure every customer has a great experience with their purchase.

When customers know how to properly store and serve their cheesecake, they're more likely to become repeat customers and support your organization's next fundraiser.

Frequently Asked Questions

Over the years, we've found that many Fundraiser Coordinators ask the same questions. We've gathered the answers to the most common ones here for easy reference.

If you don't see your question answered below, please don't hesitate to contact us. We're always happy to help.

Can we request a fundraiser before booking officially opens?

Yes.

Organizations are welcome to request a fundraising spot before the season officially opens. While this does not reserve a specific delivery or pickup date, it places your organization on our priority contact list.

Once booking officially opens, we'll contact you to finalize your fundraiser and schedule your delivery or pickup.

How long should we sell?

We recommend a selling period of two to three weeks. This gives sellers enough time to reach family, friends, neighbors, and coworkers while keeping excitement high throughout the fundraiser.

When is our final order due?

Your order submission date is established when your fundraiser is scheduled.

As a general guideline:

Fall/Winter Fundraisers

Final orders are due three weeks before delivery or pickup.

Spring Fundraisers

Final orders are due two weeks before delivery or pickup.

Can we submit late orders?

Yes.

Add-on orders are accepted for up to three (3) business days after your initial order has been submitted.

After that deadline, production planning has already begun and additional changes may not be possible.

Can we receive samples?

Absolutely!

Samples are available with at least three (3) business days' notice. If your fundraiser reaches \$500 or more (Maddalena's product cost), your samples are provided at no charge.

If your fundraiser does not reach \$500 (cost), the sample cost will simply be added to your invoice.

When is payment due?

Payment must be received before your scheduled delivery or pickup.

Your invoice will include payment instructions as well as a secure ACH payment link for organizations wishing to pay electronically. Organization and business checks are also accepted.

What if we notice a problem with our invoice?

Please review your invoice as soon as you receive it.

If something doesn't look correct, contact us immediately so we can review it together before your scheduled delivery or pickup.

What happens if we notice a problem on delivery day?

Before sorting products, review your shipment with the Maddalena's delivery driver.

If a discrepancy is discovered, the driver will contact Maddalena's immediately so we can review the order and resolve the issue before distribution begins.

How should customers store their cheesecakes?

Customers should keep cheesecakes frozen until they are ready to enjoy them.

If they are serving only part of the cheesecake, the remaining portion should be returned to the freezer immediately.

When properly stored, our cheesecakes maintain excellent quality for up to six months.

Who should we contact if we have questions?

We're always happy to help.

Whether you have a question before, during, or after your fundraiser, please contact the Maddalena's Fundraising Department.

Phone: 609-466-7510

Email: fundraiser@maddalenas catering.com

We want your fundraiser to be successful, and we're here to support you every step of the way.



Final Madd Tip

No question is too small.

If you're unsure about something, please contact us.

We'd much rather answer a quick question than have you worry about whether you're doing something correctly.