

ESSENTIALLY CHOCOLATE

Q&As:

❖ How do I pay off-line?

As we do not accept credit cards on-line, please send your payments:

- **By US Postal Money Order or;**
- **By personal check –**
 - (NOTE: if you paying by personal check Please be aware that any personal checks will delay your order as we must wait for your funds to clear before we ship any merchandise to you. Keep this in mind when you are timing your orders!
 - To complete payment, just print the order form, fill it out, and send it along with the money order or personal check to:

Essentially Chocolate LLC

108 Adams Street

Hoboken, NJ 07030

❖ What is your Return / Refund Policy?:

We do not allow for returns or refunds. Every item we sell is custom ordered and is carefully inspected before it is shipped. As packages are chocolate boxes and are not completely “sealed” we cannot accept returns. We are very sorry but returns are not possible as we cannot re-sell any chocolates that would be returned to us for everyone’s safety.

❖ When should I order and how is my order processed?:

All orders are custom done. Please email or call us so that we can work on processing your order. ***Please allow at least two weeks notice*** before any order can be shipped out. We will advise you via email when we can process/have order ready for shipping and delivery according to the size of your order and the dates coordinated which have already been discussed and agreed upon –

NOTE: All orders have to be placed through the order form and then we will contact you upon receipt. Based upon your needs we will be able to set a date for your order – again ***please give a minimum of two weeks notice.***

Remember everything is custom made and nothing is kept in stock! Your order is always freshly made.

Regarding Holiday seasons we will happily coordinate a schedule for your items to be shipped/delivered. During Holiday season allow at least 3-4 weeks notice.

For Corporate (*large*) orders please call us prior to season.

❖ **Shipping and Handling:**

Essentially Chocolate is not responsible for shipping delays caused by any company that maybe used, such as, UPS, DHL, Fed Ex or any other shipping service due to weather or other circumstances beyond our control.

Keep in mind all orders require a street address and phone number and may not be shipped to P.O. boxes. Please make sure someone will be at home to accept the package. ***The package will not be left at the delivery address without a signature.***

Can UPS leave the package without a signature?

It is always up to the discretion of the driver, but you can add a note to the package that requests UPS to leave the package on the first attempt with no signature. If your driver usually leaves your packages without a signature, chances are that he or she will probably leave your package. If your driver usually requires a signature, he or she will probably require a signature with this package as well. Another option is Saturday delivery, which is \$35.00 over the cost of ground shipping.

Essentially Chocolate will not be responsible for packages that are returned to us as undeliverable - the customer will still be charged. If a returned package needs to be shipped out a second time, the customer will incur a second shipping charge. If still returned, the item(s) cannot be refunded and so the customer will have to pay to have the item(s) delivered to them.

Weather conditions and delivery area will dictate how orders are packed for shipping. During the colder winter months, orders being sent to cold weather states may ship without gel packs, depending on the weather conditions at the time of shipment. Orders being shipped to warm weather states and during the summer months are generally packed with ice/gel packs and require a faster shipping rate. Please be aware that Essentially

Chocolate will not be responsible for temperature damage to packages shipped over a weekend. ***Please be aware that by choosing to ship over a weekend, you are assuming responsibility for the integrity of the package as it will be in transit longer than recommended.***

❖ **ALLERGY WARNING:**

Some products and some custom made items by the Chef **DO CONTAIN nuts or nut oils, etc.** If purchasing an item – each item packaged in the gourmet shop has an ingredient list. **We do use** nuts and nut oils in our facility so if you have any type of nut allergy, please be careful and or refrain entirely from eating any of our products. Though we do not make nut products at the same time as other products, for some control, we cannot make any guarantee that no traces of these ingredients will not reside.

Should you have any allergy concerns and are placing an order you can email us a special request that certain chocolates not be made in your order and also not placed in the same box. Please email and or call us regarding any such special requests, otherwise a box of chocolates may come mixed.

❖ **How do I contact you with questions or issues?**

You can contact us through the following email addresses:

info@essentiallychocolate.com

OR

You can write to us at:

Customer Service
Essentially Chocolate
108 Adams Street
Hoboken, NJ 07030

Please include your contact information so that we may respond to you promptly.

OR

Call us at 201-790-1130

❖ **Can I ship internationally?**

Unfortunately, at this time, we do not have the ability to ship internationally/overseas. The issue is customs, etc. Please call us regarding this issue.

❖ **Where is my order/How to track a package?**

As soon as we send out your package we will email you your tracking information.

❖ **Can you send me a catalog?**

Unfortunately, at this time, we do not have a separate printed catalog. Everything we have is on-line and or custom made to order. Please feel free to contact us for something you are looking for and we will accommodate your needs to the best of our abilities.

❖ **Can you explain the shelf life of your products?**

Please consult with Chef as each item is custom made and may have varying shelf lives. Shelf life, in general is a minimum of 2 weeks.

❖ **Why is your chocolate so expensive?**

We use the finest ingredients and the highest quality chocolate in all of our products. Many of our ingredients are imported from Belgium and France. In addition, we do not use any preservatives in our chocolate, only fresh cream, chocolate, and spices, etc. Our products are also hand made in small batches which also adds to the cost.

❖ **What makes these chocolates different than other chocolates?**

We use only fresh and natural ingredients without any preservatives and only the finest chocolate. We use exotic ingredients from all around the world in our chocolates - for example, cardamom, saffron, truffle oils, etc. All the chocolates made by our company are custom made to order and so this list of exotic ingredients is a wide ranging list.

❖ **How do I place a wholesale order for my retail store?**

We are happy to consult with you regarding any orders of this nature. Please call us at 201-790-1130.

❖ **Do you have any Kosher products?**

We are sorry but we do not produce or sell Kosher products. Some ingredients carry the mark, but, some do not so we cannot say we produce “kosher” products.

❖ **Do you have any vegan products?**

We are sorry but we do not produce or sell specific vegan products.