

## **FAQS PARIS IN A CHOCOLATE**

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### **OUR CHOCOLATE**

Our products are made with shared equipment that process nuts, dairy & eggs

Allergens – soy – dairy

Our chocolates contain Alcohol – Grand Marnier® Liqueur

Our cocoa beans originate from Africa and South America and are manufactured in France

Our ingredients are all FDA approved

Store chocolate in a cool place away from light

Do not ever refrigerate chocolate

Chocolate is best enjoyed at temperature of

18-20C - 65-68F

The Shelf Life of our product is 6 months – you will find the “best enjoyed before date” on the back of our box.

### **GUARANTEE**

All Paris In A Chocolate TM are made with the highest quality and are sent with utmost care to ensure it reaches our customers in excellent condition.

### **ORDERS**

Orders are processed in the order they are received. You will receive a confirmation email confirming your order. Please review your order to be certain everything is correct. It is up to the customer to provide the exact shipping information required. Once your order has been placed and paid in full, your order will be packaged. All orders will be processed within 48 hours.

We will not be responsible if incorrect information causes damage to the product due to improper temperature control situations and/or delayed delivery due to said information error.

## **PAYMENTS**

We use Shopify ecommerce for online ordering. Methods of payment accepted are Visa, Mastercard, American Express, Discover credit cards and PayPal. Our pricing is after tax and handling.

## **SHIPPING & HANDLING**

We take great care in packaging our chocolate for its transit to our customers. As chocolate is a perishable product, our ground shipping days are Monday-Wednesday. This protects your order from possible delays in post office or Courier warehouses over a weekend wherein temperatures are not always controlled. We package our chocolate in a manner to ensure it remains intact to its destination.

You have the option to choose United States Postal Service, Canada Post, or UPS. All shipments are overnight. All shipments outside of North America are overnight air service only. No exceptions. Your selection of delivery method will be reflected in your price.

Shipping to anywhere that is 70 F/21 C or warmer will be shipped in our special styro coolers with custom linen ice packs. There are no exceptions. It is imperative to us that orders are received in perfect condition. Please let us know within 24 hours if the order has not arrived in perfect condition. Contact us at [ann@parisinachocolate.com](mailto:ann@parisinachocolate.com) or 1-833-PARIS CH (727-4724). We will assess and right the situation in an equitable fashion. We will not be responsible for human errors in providing shipping information or in the delivery process of the preferred transit method.

## **CANCELLATIONS**

You may cancel your order within 24 hours of placing it, subject it has not already been packaged and shipped. For order cancellations, please contact us via email at [ann@parisinachocolate.com](mailto:ann@parisinachocolate.com) or by phone at 1-833-PARIS CH (727-4724). All cancellations must be received by the original purchaser and a refund will issued to the original purchaser within 21 days.

## **REFUNDS**

Any refunds will be issued upon proof of purchase for defects. Proof of defects are required so we may take immediate corrective action for future purchases and deliveries. Any refunds will be issued within 21 days.

## **INABILITY TO FILL THE ORDER**

If Paris In A Chocolate is unable to fill the order due to any means, we will notify by email and refund the purchase amount within 21 days. We will also include in the email when we do expect to be able to complete your order so a reorder at a later date can be submitted.

PARIS IN A CHOCOLATE

ORDERS – CORPORATE & WHOLESALE

PLEASE CONTACT US DIRECTLY AT

1 833 PARIS CH (727 4724)

## **LEGAL**

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