

FREQUENTLY ASKED QUESTIONS

[ABOUT OUR CHOCOLATE](#)

[ABOUT YOUR CUSTOM DESIGN](#)

[ABOUT YOUR ORDER](#)

[ABOUT YOUR DELIVERY](#)

[WHAT IS THE DIFFERENCE BETWEEN BUDGET BARS AND LUXURY BARS?](#)

ABOUT OUR CHOCOLATE...

What type of chocolate do you use?

For our Designer and Online Shop range we use a premium couverture chocolate that is made in Melbourne and created specifically for the Australian palette. Its quality is beyond commercial standard chocolate: creamy, sweet but not too sweet and literally 'Melts in your Mouth'. Most of our range is available in Milk, Dark and White chocolate, however the most popular by far is Milk.

Where is your chocolate made?

Our chocolates are made at our factory in Dingley, Melbourne and all are made fresh to order. We create, produce & pack your order there by hand so you know you're receiving the freshest, best tasting quality chocolate for your special occasion. The only products we do not produce ourselves, is our printed Smarties™ range (using Nestle™ Smarties™) and Printed Beanies (produced in Melbourne), budget mini's (Neapolitans made from a Belgium couverture chocolate), Budget bars (Lindt™ Chocolate) and Custom coined stamps (Made in Italy).

When do we need to finalise our order?

Our experience tells us that final design and approval needs to be finalised and deposit paid no later than 3 months before the Big Day. There are more important things to occupy you closer to Your Big Day. The final numbers, guests list and final payment needs to reach us no later than 5 weeks from the date of your wedding.

ABOUT YOUR CUSTOMISED DESIGN...

What is a Chocolate mould design?

Under the foil of our Luxury chocolate bars, there are messages moulded into the actual chocolate. This is a little surprise for your guests to find when the chocolate is unwrapped and provides a unique point of difference. There are many standard mould designs for you to choose from that suit all sorts of occasions, eg's are 'Thank you for sharing our special day', 'Christening', 'Love is Sweet', 'Celebration', just to name a few. The standard moulds are all complimentary. You can also have a custom mould made for a one off setup fee. eg "Just married Abby & Jacob" or "Happy 21st Jamie". This give you an edge to the standard chocolate bars available on the market and creates a wonderful smile in the mind idea. We also create custom moulds for any shape (not just bars) eg heart, triangle, a bride and groom, and can still have your names or initials in them. This makes your chocolate truly unique.

How do I get a mould design on a chocolate bar?

Our Luxury Designer Bars come with a complimentary standard moulded message. All you need to do is choose your message from the list supplied (enquire here). Just to be clear, this moulded message is embossed on the chocolate and is not seen when wrapped.... Only when you open do you get the surprise!

Can I create a custom guest list for my Chocolate Bars?

Yes! We can provide further information on how to provide us with your guest list in the correct format once your order has been placed. If you are interested in personalising other products of ours with guest names, just let us know and we'll talk through the options with you!

What do the set up fees cover?

The artwork/setup fee covers the time for our design team to create your beautiful personalised artwork, send it through to you for approval & make any changes you require. The setup fee also covers designing, printing and cutting your order using the best quality print and paper available.

ABOUT YOUR ORDER...**Is there a minimum order?**

This really depends on the product.

- Yes, depending on the item, it is generally a minimum of \$100 (excluding Freight/ Pick-up Charge from \$40 per order).
- There is a minimum of 50 for custom moulded orders. We can make less however there will be a surcharge involved.

Can I order samples?

Yes! We welcome you to try before you buy and taste for yourself the quality of chocolate we use. Sample price is \$25.00 including freight. These are not sent in Heat proof packaging (to keep freight costs down) so will depend on where we are sending and time of year as to whether it is appropriate to send or not.

For example, \$25 for Luxury Designer Bar including; Bar, Stand, Artwork, Printing & Australian Post Shipping

Contact us for more sample prices.

When do I need to put in my order?

For guaranteed delivery time, the earlier the better. We ideally would love at least 3 months' notice. This is so we can have your order scheduled to be made fresh right before your required dispatch date, and ensure we have all the packaging stock set aside for your order. You do not need your final numbers/names at that time, we will just use an estimate at the time of booking and will confirm the numbers/names closer to the date (usually about 5 weeks before the required date).

What do I do if I need to change my order?

Contact us immediately. If you have changed your mind on the quantity, design, product and or cancelling, please let us know immediately so as we can assist you and let you know the options available to you.

I don't have my final numbers yet so I'm not sure how many chocolates I need. When do you need this information?

No problem at all. You can just give us an estimate of how many chocolates you're needing and we will quote you based on your estimate. Closer to the production date we can fine tune the numbers once you have received all of your RSVPs and we can adjust the balance accordingly.

Do I get discount on Bulk orders?

For some products we do have discounts on varying qty's. They will usually be specified on the website. For our luxury designer bar range, discounts apply for qty's over 250.

How can I pay for my order?

We accept cash, Visa and Mastercard in store.

You are also welcome to pay in advance of pickup or for orders being shipped via direct bank transfer.

What are the Delivery Charge/ Pick-up charges?

A delivery/ Pick-up charge from \$40 will apply on all orders

How will I know when my order is ready for pick up?

On placing your order, we will provide you with an estimated dispatch/pick up date – usually a Monday about 2 weeks prior to your event. Unless we contact you to make alternate arrangements, you are welcome to pick up your order any time from the dispatch date onwards.

ABOUT DELIVERY...

How are my chocolates packed for shipping?

All our chocolate is safely insulated in a polystyrene box that maintain a cool temperature to ensure you chocolate remains fresh and not effected by heat/cold. If the weather is extremely hot, we may use ice packs, if you are aware of extreme temperature coming up please give us a call to discuss.

How are the chocolates shipped?

We use Fastway Couriers or Australia Post to ensure the quickest delivery and easy access to tracking your order for on time delivery.

How long does it take for delivery?

Depending on your location, we aim to dispatch your order 2-3 weeks ahead of your special event so your order arrives to you with plenty of time to spare. We do offer a premium express service if you need your chocolates urgently.

Can I pick my order up?

Yes! We are located Shop 1,116 Old Hume Highway, Berrima. Collecting hours are 10am - 3pm Monday to Friday. As our chocolates come from Victoria, we charge a delivery/ pick-up fee of \$30 per order irrespective of if you pick-up your order from our shop or your chocolates are delivered to you or your wedding venue.

How do I know when my order has been sent?

On placing your order, we will provide you with an estimated dispatch/pick up date – usually a Monday about 2 weeks prior to your event. Unless you hear from us, your order will be dispatched on the date outlined on your invoice. You are always welcome to contact us to confirm dispatch or any other details regarding your order.

Does someone need to be home to accept the delivery?

Yes. We place labels on all of our chocolate deliveries which notify our couriers that someone must be home to sign for and accept the delivery. This ensures your chocolates will be safe and well-looked after once received. If you are generally not home during week days may we suggest you get it delivered to work or a family member/friend who is often home through the day.

What if I'm not home when it gets delivered?

If for any reason you aren't home during delivery, our courier will either leave a card for you to contact them or they will contact you to authorise alternate arrangements. We are more than happy to dispatch orders to your workplace in order for someone to be on hand to accept and receive them.

How much is the freight for my order?

Freight costs vary depending on location, size of box and weight. We will advise you of the freight costs upon enquiry/ordering. It starts from \$40.