



Monde du Chocolat

Q: Why there are different prices for the 4pcs box?

A: We have developed four sets of 'Go-To Event Box' for a simpler and easier checkout. Without having to pick each individual chocolate design and flavor, you can pick the set that's best suited for your event theme. Since there are less planning involved, we offer a lower price point for 4pcs CLEAR BOX at \$10, and 4pcs DELUXE BOX at \$12.



Q: How do I place an order?

A: We would love to hear from you! A few steps will get you there:

1. Tell us your event date.
2. Choose a box:
1pc/2pcs/
4pcs CLEAR BOX
4pcs DELUXE BOX
3. Full customization or pick a set from 'Go-To Event Box'.



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4. Once we finalize all the details, we will send you an invoice with detailed information about your order. You can secure your date by placing a deposit (50% of the total amount).
5. Pay the remaining balance 30 days before your pickup/delivery date.

Q: How can I customize my chocolates?

A: There are two ways to customize the colors:

Check out our Instagram page and pick the designs you like

Or,

Provide us with your event theme/color pallet and we can create together

*Please note that we will match the colors as close as possible, but we cannot guarantee the exact shade

To pick your flavors:

You can let us know what flavors you like and we can make suggestions. You can use our 'SHOP' page for reference.

Q: Can I customize the box, and/or can you make boxes to our likings?

A: You can customize the boxes by adding your personalized tag/sticker. We will provide you with size recommendation for the box of your choosing. For the clear box, you can also make your own paper insert. Please note that we cannot make alterations to the box itself.

Q: Can you make the tag for us?

A: We cannot. We recommend that your invitation company producing them, to ensure a cohesive theme.

Q: Can we provide our own boxes?

A: Yes, you can. But we do not recommend that since our boxes are either custom-made or carefully sourced, to ensure the best fit. Boxes that are too big and or without proper chocolate trays can damage the chocolates during the transportation process.

If you would like to provide your own box, we would ask you to kindly assemble them before sending them to us. Additional charges may apply if you would like us to assemble the boxes.



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Q: What are the dimensions of your boxes?

A: 1pc—38mmx38mmx38mm
2pcs—35mmx70mmx37mm
4pcs CLEAR BOX—70mmx68mmx21mm
4pcs DELUXE BOX—95mmx95mmx28mm

Q: What's the size of the chocolate?

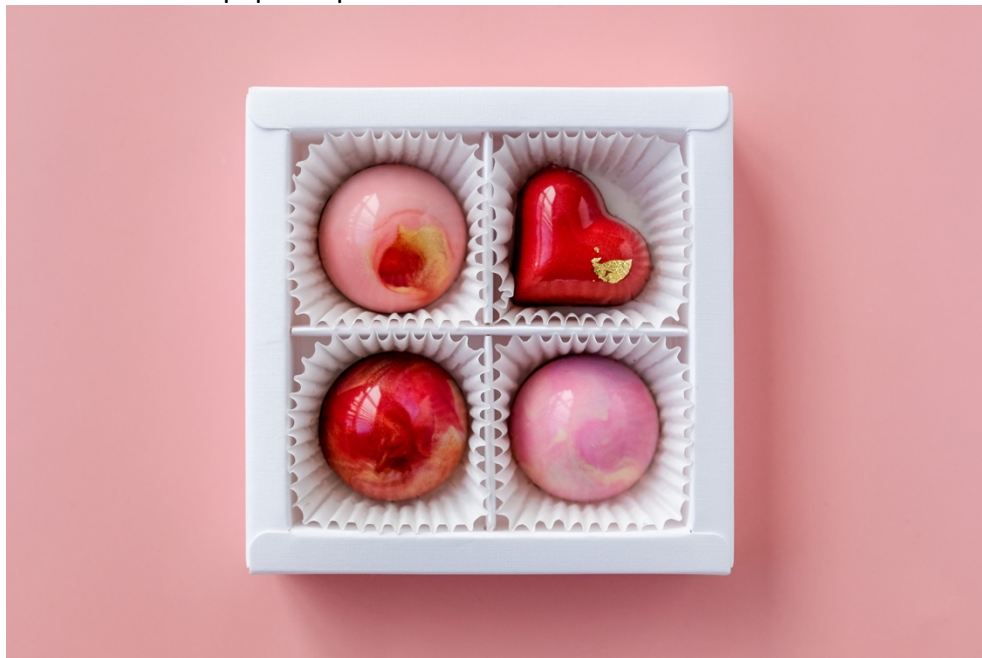
A: 30mm in diameter for the regular sized chocolates (used in 1pc/2pcs/4pcs DELUXE BOX),
25mm in diameter for the smaller chocolates (used in 4pcs CLEAR BOX).

Q: Do you provide ribbons?

A: Yes, we do. We have a large stock of ribbons of different widths and colors. But please keep in mind we are not a ribbon retailer. In the case that we do not have a specific color you have in mind, you can purchase the ribbons and send it to us. Please ask us for length recommendation.

Q: How do the chocolates look inside the deluxe box?

A: It comes with paper cups and divider as shown below.





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Q: What's the minimum order?

A: To-Go Event box: 20 boxes
Customization: 80 boxes

Q: How much in advance should I place an order?

A: Our orders are fulfilled on a first-come-first-serve basis. Sometimes we do have availabilities on a short notice, but we advise our clients to place the order as soon as possible. Especially if your event date falls in those popular/busy months. In general, 2-5 months ahead your event date is recommended. 50% of the total amount is required as a deposit to secure your date.

Q: What's the payment structure?

A: 50% of the total amount as a deposit when you place the order. The remaining balance and final guest count are due 30 days prior to your pickup/delivery date. Your order may be delayed if final payment is not paid by the deadline.

Q: Do you charge tax?

A: Yes, we do, 13% HST in Ontario.

Q: How do I pay?

A: For wedding clients, we take email transfer. For corporate clients, in addition to email transfer, we can also take credit card and cheque.

Q: Can I have a refund of my deposit/payment?

A: Unless we fail to deliver the products in its perfect condition, deposit and final payment are non-refundable. All details for your order (designs, flavors, packaging, ribbon choice etc.) must be confirmed before making the final payment.

Q: Do you deliver?

A: Yes, we do. Delivery is free within downtown Toronto. For other areas please provide us with your venue location and we can give you a quote. Alternatively, you can come to pick up.

Q: What's the shelf-life of the chocolates?

Bonbons: 10-14 Days
Lollipop: 3 Months



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Q: If I were to pick up my orders, how do I store the chocolates?

A: Store the chocolates in a dry, cool, and dark environment. A hot kitchen, under direct sunlight, and or in a warm car for a long period of time, all these conditions can make your chocolates melt. During the transportation process, please keep your car well air-conditioned. If you have several errands to run on the pickup date, we can arrange a time that is convenient for you to pick up the chocolate last. Refrigeration is not recommended as it will damage the aesthetic and texture of the chocolates.

Q: Are your chocolates made in an allergen-free environment?

A: Unfortunately not. All our chocolates may contain traces of nuts, tree nuts, peanuts, dairy, flour and soy.