

## Custom Favors and Personalized Gifts FAQ

What type of candy bars are used by Anya Tyler Favors and Gifts?

We use Hershey's and Kit Kat Bars.

Can I buy just the candy bar wrapper?

You can buy just the wrapper and get the chocolate on your own. You can still have the wrappers personalized with a photo. We will send you instructions on how to wrap your chocolate.

Can I have a custom wrapper made?

We will gladly work with you to personalize the wrapper with any photo or theme. Here at Anya Tyler Favors, we want each and every customer to be completely happy with their order. There is a one time charge of \$15.00 for custom designs.

Can I make changes to your existing wrapper designs?

Yes, our designs are for sample purposes only. You can have whatever wording you want on the wrapper. The font and borders can be changed to any color you would like. In some cases we can alter the color of the graphic but many are preset. There is NO CHARGE for making changes to our existing designs.

Can I add a photo to the wrapper?

You can use any photo you have. Please email all photos uncropped. Please note that professional studio photos less than a year old will need written permission from the photographer to use their photo on our wrappers.

Can you add our company logo?

Yes. There is a one time set up charge of \$25.00

Will you send me a proof of my wrapper?

Yes, all orders will have to be approved before their final print. We will email you a proof to make sure that it is exactly what you want. If there are any changes you want made on them just let us know. We want you to be 100% happy with your order.

Can I Make Changes or Cancel After I Approve the Proof?

We reserve the right to print orders immediately following your approval. Although, when it is not a rush order you will usually have at least 24 hours to make a change or cancel. This cannot be guaranteed and if wrappers have already been printed you will be charged a fee of 25% of the order to cover costs.

If you would like to make a change prior to the wrappers being printed, there will be no charge. If you would like to cancel your order prior to the wrappers being printed you will be charged a processing fee based on your order amount not to exceed 4%.

Do you do anything besides chocolate?

We do gourmet lollipops, decorated cookies, favor boxes, whirly pops, swirl pops, candy tins, water and wine bottle labels, and more. We have a whole line of personal gifts and custom favors for Weddings, Baby Showers, and Brides plus Gift Baskets and a lot more coming soon. Keep checking back with us for new fun and tasty gift basket delights!

Do you ship Internationally?

Anya Tyler Favors welcomes international orders. We ship to Canada and to many other international locations via UPS worldwide shipping service. If shipping to other countries other than Canada, please contact us before placing your international order. You may be subject to additional customs fees.

How long does shipping take?

We process orders according to event date. We provide a "date needed " by space when ordering our products. Most orders will be shipped to meet this date. If the event is several weeks away from your "date needed" we reserve the right to push orders ahead that have an earlier event date. Your order will still arrive in time for your event.

What shipping method do you use?

We use UPS and USPS

Can you rush my order?

Yes. \$10.00 one-time charge for orders needed in less than 10 days. \$15.00 one-time charge for orders needed in less than 5 days, \$25.00 for orders needed in less than 3 days.

What if the candy bars are soft when they arrive?

If the candy bars feel soft, do not handle or press on them. Leave at room temperature or air conditioning if weather is hot and they should come back to the original state. Do not put in the refrigerator. The chocolate can turn white and although edible, it is not too pretty.

Return Policy

Non edible and non personalized items may be returned within 10 days of purchase. Under garments are not refundable! Items must be returned in the same condition they were received.