1. Banner
2. Products (one carousel above the products) Dark Chocolate, Quality Milk, Sugar Free, ingradient 1, ingradient 2, ingradient 3
3. Why us (like Greenpack why us)
4. Our story
5. Bulk & Institutional orders (Form)
6. Contact us
7. Shipping information (collapsible panel)
8. FAQ (collapsible panel)
9. Footer (like Greenpack)

**Choctales- A Taste of Joy**

**Home Shop Gifts Cart**

**Banners-** 2 images (Ref: Vahdam Teas)

**Product Display** - (Ref. Vahdam Teas)

**Reviews -2 or 3**

**Learn More**

**Our Story-** Choco-tale is inspired from everyday happiness to celebrate our small and big things, we aim to amplify your special moments by offering bonbon chocolates which are handcrafted and made with the premium quality of dark chocolates, white chocolates, coffee, caramel, fruits & nuts. Each chosen ingredient goes through multiple quality checks before they are used in the chocolates. Our unique bonbon chocolates have been designed by experts in our team who are trained chocolatiers. They make sure that every piece you have should give you the best experience in terms of flavor indulgence. As a brand we are trying to make available premium chocolates for everyone. We drive on 100 % customer satisfaction !

**Bulk & Institutional orders-** Ref. Carra Chocolates ( Form for Bulk orders/Institutional orders)

**Contact Us-**

For orders & complaints- Contact No. & E-mail Id ( + 91 8858237328 & Varuni@chocotales.com)

And a form with Name,email id, contact no. and Message.

(Ref- All things chocolate)

**Shipping Information**

**ORDERING AND DELIVERY**

**ORDER PROCESSING TIMES**

Every single chocolates are made fresh at our chocolate factory in Jaipur, in small batches, by hand. We make our very best effort to ensure that every order goes out within 24-72 hours during business days. Please note additional time is needed during peak holiday rush.

**SHIPPING DAYS**

Our shipping days are Monday to Thursday, to avoid your chocolate being in transit over the weekend. Please note that local and national holidays may affect the delivery date / timeline of your order delivery.

**SHIPPING POLICY**

Shipping can take anywhere between 24-96 Hours depending on where we are shipping to. All orders are sent out with dry ice to ensure your chocolates stay cold during transit. However despite that we cannot guarantee that your chocolate will not melt, specially during the hot summer days

**DELIVERY DESTINATIONS**

We currently deliver to pin codes in Delhi NCR.

As our products are chocolates which need timely deliveries and in the current scenarios we are facing delay in deliveries, so we are at present not servicing areas beyond Delhi NCR. We will open this channel shortly!

**RETURN POLICY**

As a retailer of perishable food items, we are unable to accept returns. However, if you have any issues or complaints with your purchase, please contact us (Link will be attached).We are here to help!

\*We are not responsible for wrong shipping addresses or invalid addresses. Any returned items due to the wrong address being given will be charged appropriately.

**FAQ**

**How long will the Products last and how should I preserve them ?**

We carefully select our ingredients for their flavour and characteristics. To preserve the most important elements of each ingredient and for optimal taste, **Choco-tales** products must be stored in a cool place between 14 and 18°C. They must be kept in their original packaging and place them at the bottom of the refrigerator, as they are very sensitive to aromas. They are best consumed within 4-6 months from the manufacturing date.

**Where do your products originate ?**

All our products are made in our central kitchen facility in Delhi. We masterfully handle each stage of the process and come up with the hygiene and quality products.

**What are the allergens included in your products ?**

On our website, you can find the ingredients used in our products and allergens suitable for, in the detailed description of each product category. Our products are made in our central kitchen that handles nuts, milk, soya and gluten and hence may contain traces of same.

**Do you use artificial colours and non-edible ingredients in your product?**

We do not use artificial colours or non-edible ingredients in our products. Only vegetable based colours are used.

**Does our chocolate have any added preservatives?**

No we do not add any artificial additives, preservatives or emulsifiers in our chocolate. We use pure dark,white & milk Chocolates all natural ingredients like nuts, fruits & herbs.

**ONLINE ORDERING**

**How do I place an order?**

You can purchase directly from our website 24/7 by clicking on the tab “ Shop Online” and we will deliver your products to your doorstep.

**Can I add a personal message? (Note: This page needs to be added at the delivery options)**

We do offer you the possibility to add a personalized message to your order. This can be done when selecting the delivery options for your order.

Once you have entered the delivery address, you will find a field at the bottom of the page namely 'Add Personalized Message,’ where you can enter your message.

Note: Only one message can be entered per order. At the current time, it is not possible to write multiple messages, so if you wish to do so you will have to submit two or more separate orders.

**How long till my order is shipped out?**

Every single chocolates are made fresh at our chocolate factory in Jaipur, in small batches, by hand. We make our very best effort to ensure that every order goes out within 24-96 hours during business days. Please note additional time is needed during peak holiday rush.

**How long does it take to ship my chocolate?**

Our shipping days are Monday through Thursday, to avoid your chocolate being in a transit facility over the weekend. This is to prevent the chocolates from melting in transit or a shipping facility that is not temperature controlled. Shipping can take anywhere between 24-96 Hours depending on where we are shipping to.

**I would like to check my order progress.**

You can find your order status in ‘My account’ --> ‘My orders’

**BULK AND CUSTOMISED ORDERS**

I want to place a ‘Bulk Order’ for products, who should I contact?

For bulk order inquiry, please fill in the ‘Bulk /Institutional form .’ A client relationship team member will promptly revert to your query within 24 hrs.

**How much notice do I need to give to place a bulk/ corporate order?**

Your order needs to be placed at least 10 days in advance if you want a bulk order. Please contact us by sending an email on-------------or by calling us on----------- to speak with someone from our client relationship team.

Note:- In some cases involving customisation, the above timeline may be extended. A delivery lead time and delivery date will only be offered once the order is fully confirmed and supported by the necessary advance payment.

For any further assistance, please contact us by sending an email on-------- or by calling us on -----------to speak with someone from our client relationship team.

**PAYMENTS**

**How can I pay online?**

You can pay on the website using the following methods: Debit Card- Mastercard, Visa, Diners Club, Credit Card- Mastercard, Visa, American Express Wallets- PayTM Cash on Delivery

**Is the payment secure?**

The payments made on our website and the information related to your order are secured. This information is encrypted and protected by our partner online payment service.

**Do you accept COD?**

Yes, we do accept Cash on Delivery. Terms and Conditions apply.

**When is the payment taken into account?**

Your selected payment method will be charged when your order is placed. An order confirmation email will be sent to you containing all the necessary details of your order.

**What can I do if the payment is dishonoured?**

If your payment is rejected, your order is automatically cancelled. You would be prompted to use an alternate payment method or instrument.

**Cart**