



FAQs for Custom Labels Chocolatiers Personalization Pack

- 1. What is the turn-around time for custom labels?** Our normal turn-around time is 7-10 days once final approval of the proof has been submitted back to Van Wyk Confections.
- 2. Can we print our own labels?** Absolutely. If you have the capability and would like to take on the task, then we encourage you to go for it. The label size is a standard 3½ inch x 5 inch size (Avery Label #5168) and can be purchased at Office Depot, Walmart or any office supply store.
- 3. Is there a charge to have you print the labels for us?** If Van Wyk Confections provides the printed labels, there is a setup fee plus per case fee. The setup fee is \$30 per order PLUS \$1 per case (25¢ per carrier).
- 4. Can you ship the labels directly to us?** We can ship directly to your fundraising distributor or to the fundraising sponsor, whichever you prefer. The setup fee will cover the shipping charges.
- 5. Is there a minimum order?** Yes, we only require ONE CASE minimum.
- 6. When will I get my proof for the labels?** Once your fundraising distributor has placed an order in house and we have received your completed form from our website (<https://vanwykconfections.com/personalization-pack/>), we will begin customizing your one-of-a-kind label right away. A digital proof will be complete within 24-48 hours, longer for holidays.
- 7. What is the price of the chocolate bars and carriers?** All regular prices will apply to your order regardless if we print labels for you or not. Your distributor will have the breakdown of all costs. Bars can sell for \$1 to \$2 each, you choose! The price you choose can be printed on the label if requested.
- 8. How do I choose which label to use?** We have 22 predesigned labels to choose from in four different categories – sports, arts, school or seasonal. Choose one that reflects the cause of your fundraising drive. Go to our website and complete the form. Once complete, we will send you a confirmation email. <https://vanwykconfections.com/personalization-pack/>
- 9. Can I submit a custom label that I designed for you to print?** Yes, as long as you follow our custom label specs, you are allowed to create your own jpeg or pdf file and upload on the form for us to print and send back to you. The custom label image would need to be a high resolution image. We have the right to deny printing of any label without reason.
- 10. What if I don't have an order number?** You can acquire an order number from your fundraising distributor once an order has been placed with them. Contact your distributor for more information.
- 11. What kind of format is acceptable for the logo or school name?** We will accept pdf, png or jpeg in high resolution. The size specifications are listed on the form you will fill out at: <https://vanwykconfections.com/personalization-pack/>.