



## FAQ

### TOTALLY SWEET TOOLS FOR SELLING CHOCOLATE

#### Why Totally Chocolate?

At Totally Chocolate Promo, we pour our passion into every custom-made, gourmet creation, helping organizations turn chocolate into meaningful connections. Crafted in Washington State with premium chocolate from the world's leading producers, our gifts set the gold standard with no waxes, no fillers, and no shortcuts. As North America's leading decorated chocolate company, we combine a steady, reliable process with bold, joyful creativity, giving you the confidence to offer your clients something truly special.

We craft bespoke, custom engraved, and beautifully packaged pieces at scale, providing limitless ways to bring brands to life. With unique craftsmanship and modern design, every creation is professional, precise, and full of personality. Whether you supply the artwork or let our in-house design team guide the creative process, we ensure every idea translates perfectly into chocolate. No matter if it's ten gifts or ten thousand, we make every project effortless and delightful, helping distributors stand out in the promo industry. In a world full of disposable swag, our gifts let your clients send something that feels thoughtful, meaningful, and memorable.

#### Here Are 3 Reasons Distributors Choose to Sell Custom Chocolate Gifts

**80% repeat order rate** – clients come back year after year.

**It turns your brand message into an experience** – A beautifully packaged chocolate gift tells a story. It feels premium, thoughtful, and purposeful especially when it's custom-branded. It's not just a gift; it's an edible experience that ties your brand to celebration, gratitude, and delight.

**100% customized** – each piece is thoughtfully curated, creating memorable and joy filled connections, keeping your client's brand top of mind.

#### 3 Tips to Drive More Chocolate Sales

##### 1. Lead with Emotion, Close with Branding.

Chocolate isn't just a product; it's a tasteful experience, waiting to be unwrapped. Help your clients see it as a way to say thank you, celebrate milestones, or appreciate their team. Every bite and every package is fully branded and customized, successfully bringing your client's story to life.

##### 2. Make It Turnkey.

Clients love easy. Offer done-for-you options: shipping directly to their recipients. The less they have to manage, the faster they'll say yes.

##### 3. Sell the ROI of Sweet Impressions.

Remind clients that thoughtfully curated chocolate gifts get remembered, shared, and talked about. A small investment now builds loyalty, sparks referrals, and keeps their brand top of mind long after the chocolate is gone.

### HOW DO YOU SUPPORT THE PROMOTIONAL PRODUCTS INDUSTRY?

Totally Chocolate Promo is proud to have supported the promo industry for many years from our production facility and office in Blaine, Washington. We are deeply invested in the following industry organizations:

- ASI #44897
- PPAI #11668
- PPPC #20051004
- SAGE #50687
- OMG (DC)
- CommonSku

# Totally Chocolate PROMO

2025 Sweet Rd, Blaine, WA 98230



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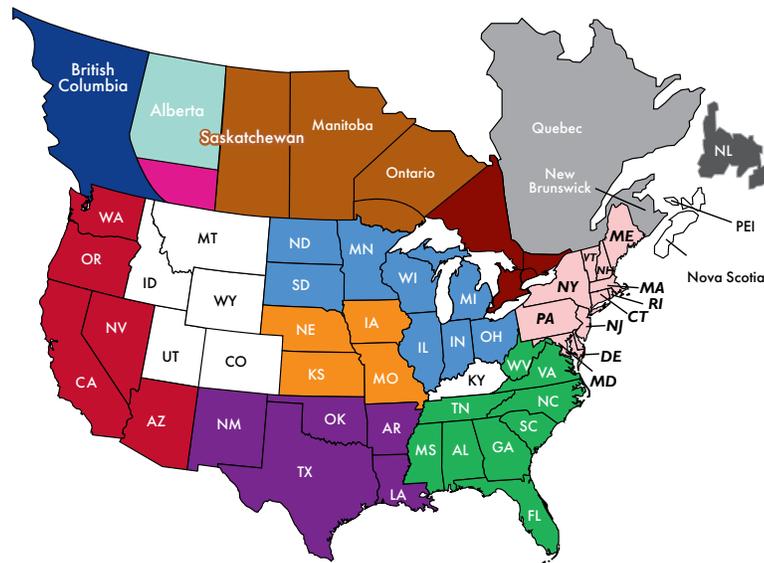
We have a 100%-dedicated promo team that supports all Totally Chocolate Promo sales and customer service. We can be reached at [promo@totallychocolate.com](mailto:promo@totallychocolate.com) or 1-888-448-9722.

We are committed to providing the industry with the best support, sales operations, and overall experience. Food gifts remain a small part of the merch industry today, and we are committed to enabling distributors to sell gourmet custom chocolate gifts in a simple, effective, and absolutely delicious fashion (samples included! ;).

We aim to be a preferred supplier with the major distribution sales groups, and currently offer rebates to many distributor groups. We look forward to expanding these partners as we continue to grow into our new brand.

We offer many tools to support your growth with Totally Chocolate Promo:

- Free virtual mock-ups & customized marketing materials
- Tasting samples of our delicious and gourmet chocolate
- Free qualified spec samples
- Special freight programs to keep things affordable for clients across North America
- Strong and engaged regional multiline rep sales force to support you, and a National Account Manager supporting events and outreach



### MULTILINE REPRESENTATION USA

- Monohan & Associates  
David Monahan | [dmonahan@4manda.com](mailto:dmonahan@4manda.com)
- Chris Dollar Marketing Group  
Chris Dollar | [chris@cdmgreps.com](mailto:chris@cdmgreps.com)  
Matt Scheffler | [matt@cdmgreps.com](mailto:matt@cdmgreps.com)  
Tina Gannaway | [Tinagannaway@cdmgreps.com](mailto:Tinagannaway@cdmgreps.com)
- Witte Marketing Group  
Mark Witte | [mjwitte2@aol.com](mailto:mjwitte2@aol.com)  
Jake Witte | [wittegroup@aol.com](mailto:wittegroup@aol.com)  
Mike Witte | [wittemarketing@comcast.net](mailto:wittemarketing@comcast.net)
- JSA Promo  
Jason Biskoff | [Jason@jsareps.com](mailto:Jason@jsareps.com)  
Beata Miller | [Beata@jsareps.com](mailto:Beata@jsareps.com)  
Sean Kurtzman | [sean@jsareps.com](mailto:sean@jsareps.com)
- MAC Marketing  
Mark | [mark@gomacmarketing.com](mailto:mark@gomacmarketing.com)  
Nick | [Nick@gomacmarketing.com](mailto:Nick@gomacmarketing.com)  
Hayley | [Hayley@gomacmarketing.com](mailto:Hayley@gomacmarketing.com)
- Select Lines Marketing  
Joe Keely | [joe@selectlinesmarketing.com](mailto:joe@selectlinesmarketing.com)

### MULTILINE REPRESENTATION CANADA

- ASI - BC Cioban Marking  
Debra Cioban | [debracioban@shaw.ca](mailto:debracioban@shaw.ca)  
Jim Cioban | [jimcioban@shaw.ca](mailto:jimcioban@shaw.ca)
- ASI - AB Toews Marketing Group  
Ken Toews | [toewsmg@shaw.ca](mailto:toewsmg@shaw.ca)
- ASI - AB2 Aidem Marketing Group Inc  
Dennis Cranston | [dennis@aidem.ca](mailto:dennis@aidem.ca)
- ASI - SKMB Chura Sales  
Dave Chura | [dchura@mymts.net](mailto:dchura@mymts.net)
- ASI - Monarch Creative  
Chad Maybury | [chad@monarchcreative.ca](mailto:chad@monarchcreative.ca)
- ASI - QC L2 Marketing  
Philippe | [philippe@l2marketing.ca](mailto:philippe@l2marketing.ca)  
Francios | [francois@l2marketing.ca](mailto:francois@l2marketing.ca)  
Marrie-Eve | [marie-eve@l2marketing.ca](mailto:marie-eve@l2marketing.ca)
- ASI - EASTCAN

○ = Currently no representation



888-448-9722

360-332-1802 (fax)

[promo.totallychocolate.com](http://promo.totallychocolate.com)



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### How Can I Get Product Training or a Virtual Supplier Meeting?

We'd love to connect! Our National Account Manager can host virtual supplier meetings or product training sessions for your sales team. Just reach out to schedule a time. [Kristina@totallychocolate.com](mailto:Kristina@totallychocolate.com)

### Do You Sell Direct?

Our retail brand, Totally Chocolate, does serve our retail partners. Our Promo division is dedicated exclusively to supporting distributors.

### How Do You Respond to Potential Customers (Direct End-Users)?

We place a high value on the promotional products industry, and supporting our distributor partnerships is a top priority for our business. We are not interested in moving clients from our distributor channel to our retail channel and decline attempts to do so that we're aware of.

If a new company contacts us directly, after clarifying their reseller status, our process is to ask: "Do you currently work with a distributor?" If we ever learn that a company is already working with a distributor, our internal team routes all enquiries through their distributor to ensure channel continuity.

### What Pricing Do Direct Purchase Customers Receive?

When it comes to pricing, our distributors benefit from exclusive discounts, keeping your margins as rich as our chocolate. Direct customers pay list (column) pricing only, while our distributor partners enjoy exclusive discounted pricing.

### Why Did Chocolate Chocolate Rebrand to Totally Chocolate Promo?

We've always been part of Totally Chocolate (for over 38 years!), but we reintroduced ourselves to the promotional products industry with a fresh modern look, vibrant colors, and a logo that captures the joy and delight of chocolate, it's still the same premium chocolate, precise engravings, and custom packaging you've come to know and trust. This rebrand keeps us current and relevant while making your gifting experience brighter, more memorable, and even more exciting.

And let's be honest... we also wanted an excuse to create some sweet new merch!

### Since You Rebranded Has the Chocolate Changed?

Your favorite chocolate? Not a chance. Our chocolate is still the same premium, carefully crafted treat your clients have come to expect. Reliable, rich, and Totally unforgettable.

### What About Current Agreements for Rebates and Pricing?

Great news, everything rolls right over as smooth as chocolate.

All existing pricing and rebate agreements remain intact under the new name.

## CHOCOLATE 101 THE QUALITY AND CERTIFICATIONS

### What is the Quality of Your Chocolate?

Our chocolate is premium, crafted to be as exceptional as the connections it helps create. We use only the finest, purest ingredients, no fillers, waxes, or shortcuts. With milk (33% cacao), dark (54% cacao), and white chocolate, you can satisfy creamy, bold, and luxuriously sweet cravings. Each flavor is fully customizable using our design capabilities at no extra cost.

### What is the Shelf Life of Your Chocolate?

Our pure chocolate has a shelf life of well over 1 year while our chocolate items packaged with cookies or other inclusions have a shelf life of 6-9 months when stored correctly. Plenty of time to indulge in our Totally tasty confections. We do not recommend refrigeration or freezing. Simply store the product at room temperature (63-68°F) - keep away from direct sunlight, heating units, and strong odors (the chocolate will absorb the odors from other sources).

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### What Are Your Certifications?

#### Kosher Certification

Our premium chocolate and cookie options are all certified OUD kosher. Items containing truffles and marshmallows are not kosher. Kosher marshmallows are available on request and could incur additional fees. You can request a copy of our certification by emailing [promo@totallychocolate.com](mailto:promo@totallychocolate.com)

#### SQF Certification

We are very proud to hold the SQF Certification. The Safe Quality Food (SQF) Program is a food safety and quality program that is recognized by the Global Food Safety Initiative (GFSI); this rigorous food safety and quality program helps food manufacturers assure their products have been processed, prepared and handled according to the highest possible global food safety standards.

Totally Chocolate Promo has fully implemented Hazard Analysis Critical Control Point (HACCP) based SQF standard and is certified against the SQF Audit Standards and maintains comprehensive food safety programs throughout its facility and processes.

As a SQF certified company, we are strongly committed to the highest levels of food safety and standards of excellence.

## MARKETING AND SALES SUPPORT

### Do You Offer Self-Promo Discounts for Distributors?

Yes! We love it when you share our chocolate with your clients. Self-promo discounts are available on most items—just mention your interest when you request a quote or place your order. [CLICK HERE FOR MORE INFO!](#)

### Do You Offer Rebates or Program Pricing for Buying Groups or Networks?

Absolutely. We have rebate programs in place with several major distributor networks and are expanding that list every year.

### Can I Get My Own Custom Marketing Materials or Co-Branded Flyers?

Yes! Our marketing team can create co-branded sell sheets, virtuals, and flyers featuring your logo and contact info to help you promote with ease. [CLICK HERE FOR AVAILABLE MARKETING MATERIALS!](#)

### Do You Offer Free Samples?

We offer tasting samples at no cost for qualified distributors and spec samples at a discounted rate to help you win projects. Please email [promo@totallychocolate.com](mailto:promo@totallychocolate.com) with your request. Don't forget to include your shipper number and ship to address.

### How Can I Stay Updated On New Products and Promotions?

Join our mailing list, connect with us on social media [@totallychocolatepromo](#), and keep an eye on our monthly "Sweet Strategy" emails for product launches, specials, and chocolate-fueled inspiration!

### Can I Get a Virtual Mock-up Before Ordering

Of course! Virtual mock-ups are free and easy to request. Simply send your logo and product choice, and our design team will create a visual proof for review. [promo@totallychocolate.com](mailto:promo@totallychocolate.com)

## TOTALLY CHOCOLATE PROMO PRODUCTION & ART QUESTIONS

### What is Your Standard Lead Time?

With efficiency, and ensured quality, we'll complete most custom project within 10 working days after art approval. We take pride in completing custom masterpieces at an effective pace that resonates with the importances of each order. Rush service is available on many items, just ask your rep or email [promo@totallychocolate.com](mailto:promo@totallychocolate.com).

### Where Are Your Products Made?

Every Mold, Bar, and Beautifully Finished Package Is Crafted By Our Team of Chocolate Specialists At Our Blaine, Wa Factory.



888-448-9722

360-332-1802 (fax)

[promo.totallychocolate.com](http://promo.totallychocolate.com)



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### Do You Offer Custom Mold Designs?

Yes! We'll transform your client's unique logo or design into a custom mold. However simple or complex, the results are always Totally impressive. Mold charges vary depending on size and complexity.

### Can I Use My Client's Full-Color Artwork On Packaging?

Absolutely. Spanning from full-color bands, sleeves, to box lids, and some other options in between. We'll help your client's artwork and custom concept come to life, and help execute a Totally impactful gift.

### Do You Have Design Templates Or Art Specs Available?

Yes. You can download templates for each product from our website, or our design team can help with layout and setup.

## SHIPPING

### Do You Ship During The Summer Months?

Yes, we do! We deliver our delectable, branded treats year-round using temperature-controlled packaging, gel ice packs that stay cool for 72 hours in warm weather and expedited shipping when needed to ensure the chocolate arrives in good condition. Our shipping team always checks the weather for every package. We focus on shipping the first half of the week to protect your order. While shipping conditions may fluctuate, our standards don't.

### Can You Drop-Ship to Multiple Locations?

Definitely. We offer multi-ship fulfillment services—great for corporate gifting, holiday campaigns, and remote teams. [CLICK HERE TO LEARN MORE!](#)

### Are You Able to Blind-Ship Orders to My Clients?

Yes, we can blind ship directly to your clients with your company name on the packing slip, ensuring your brand relationship stays intact.

### Do You Ship to Canada?

Absolutely! Delicious knows no borders. We ship to Canada regularly. Our team is experienced with cross-border shipping and can help ensure smooth, timely delivery.

## BILLING AND FINANCE

### What Are Your Payment Terms for Distributors?

We accept major credit cards with a 3% fee, check, or ACH and offer Net 30 terms for approved distributors. To apply for terms, reach out to our accounting team. [promo@totallychocolate.com](mailto:promo@totallychocolate.com)

### How Will I Receive My Invoice?

Invoices are emailed as a pdf from [accountspayable@totallychocolate.com](mailto:accountspayable@totallychocolate.com)

### How Do You Code Pricing?

Most items are on price coded on an "R" our setup fees are and additional add-on are coded on a "V" please check our website or email [promo@totallychocolate.com](mailto:promo@totallychocolate.com) for all current pricing.

### Do You Charge for Credit Cards?

Yes, if you choose to pay with check or ACH there is no charge but we do charge 3% when a credit card is used. Please click the link [ACH PAYMENT](#) to access quick and easy payments.