

# *Bouchées by Janée*

## Frequently Asked Questions

### **What is a bouchée?**

Bouchée means a little mouthful. A bouchée is our take on the latest dessert trend -- cake truffles. These delicious, decadent, amazing desserts are made from scratch using only fresh ingredients.

### **Is this candy?**

No. Bouchées are baked goods; specifically, coated cake bites.

### **What flavors are available?**

Our most popular flavors include Red Velvet, White Chocolate, Key Lime, Sweet Potato Spice and Lemon. We also have Chocolate, Chocolate Caramel Pecan, Coconut, Dark Chocolate Coconut, Maple Pecan and Peanut Butter varieties. Strawberry and Winter Mint are available seasonally. Periodically, we also offer special edition flavors such as Carrot Cake and Apple Cinnamon Coconut Pecan. Visit the web site to learn the story behind each flavor: <http://www.boucheesbyjane.com/backstories.html>

### **How long does it take for an order to be fulfilled?**

Standard orders are typically fulfilled within 72 hours. Large orders (e.g., events, party/wedding favors/custom gift sets) require more time and should be placed at least two weeks in advance of the expected ship date.

### **What are my shipping options?**

We ship UPS or USPS. We strive to use the most efficient and cost effective carrier for each shipment. We ship in an expedited fashion so that our bouchées will maintain their shape and freshness. This means we ship Priority or Express (USPS), Ground or Overnight (UPS).

### **Will I know when my order ships?**

Yes. Within 24 hours of the shipment, you will receive a notification e-mail which will include the carrier, *estimated* delivery date and a tracking number.

### **Do you ship in the Summer?**

Yes we do. However, handling charges may be higher as ice packs are necessary to preserve the shape and freshness of the bouchées.

### **How should I eat my bouchées? How long do bouchées last?**

While bouchées are best enjoyed slightly chilled or at room temperature, they may be stored in your freezer for up to two months.

### **Are gift sets available?**

Yes. Visit our web site and from the menu, select Order > Gift Sets to see the variety of options available.

**May I include a personalized message with my gift order?**

Personalized messages are available for gift sets. However, such messages are not available for standard orders.

**May I include a photo or graphic on my customized favors/gift sets?**

Yes. Photo/graphic uploads are available by completing the customization form. Additional charges apply for photo/graphic personalization.

**Where are you located?**

BAJCA LLC is a family-owned business based in Miami, Florida.

**What is your mailing address?**

P.O. Box 771243  
Miami, Florida 33177

**What is your phone number?**

305.791.6190

**What is your e-mail address?**

bajcallc@gmail.com

**May I visit you online? Do you have a web site?**

Yes. You may visit us online at [www.bajcallc.com](http://www.bajcallc.com) or [www.boucheesbyjane.com](http://www.boucheesbyjane.com).

**May I “like” you on Facebook? Do you have a Facebook page?**

Yes. We are on Facebook at [www.facebook.com/boucheesbyjane](http://www.facebook.com/boucheesbyjane). You may also follow us on Twitter: @boucheesbyjane.

**What are the available payment options?**

We accept cash, PayPal, Visa, MasterCard, American Express and Discover.

**I would like to do a fundraiser with you. is that possible? Do you do fundraisers?**

Yes. Non-profit organizations may pre-purchase sets of bouchées (in sets of 4, 7 or 12) in assorted flavors at a reduced rate and then resell them for the regular price or at a slightly higher rate. Orders must be pre-paid and may only be done in sets of 25. Shipping is not included in the reduced rate.

**Are bouchées available for weddings and events?**

Yes. We can supply bouchées to be served at birthday parties, graduation celebrations, weddings and other events. We can also create custom party/wedding favors. Please complete our customization form for additional details: [www.boucheesbyjane.com/customization.html](http://www.boucheesbyjane.com/customization.html)

**Are bouchées gluten free?**

No they are not.

**Do bouchées contain nuts?**

Yes. Some bouchées contain pecans. We also offer peanut butter bouchées. All bouchées are prepared in the same facilities.