

Justin's®

F.A.Q



-Nut Butters and Squeeze Packs-

WHAT IS JUSTIN'S ONE-OF-A-KIND GRIND?

The texture you are experiencing in our nut butters is related to the different processes used to create Justin's delicious one-of-a-kind grind. We hope you enjoy the nuttiness of our nut butters and agree that different can be delicious too!

WHY IS THERE OIL SEPARATION IN MY JAR OR SQUEEZE PACK?

While we strive to not have any oil separation in our nut butters, this is something that may occur naturally. While we typically do not suggest it, refrigerating your jar may help with extreme oil separation.

WHY IS MY NUT BUTTER JAR/SQUEEZE PACK SOMETIMES THICK WITH NO OIL SEPARATION?

We apologize for the inconvenience and frustration. Our nut butters should always be creamy and delicious! Although we strive to minimize oil separation in all of our nut butters, the nut butter should never be so dry that it is difficult to spread or get out of the jar. If you've experienced this, we recommend noting the best by date printed on the jar. Next time you're at the store, be sure to pick up a jar with a different best by date to ensure it's coming from a different batch. Additionally, we would love to hear from you if you've experienced this so we can fix it!

WHY IS THERE A WHITE COATING ON THE SURFACE OF MY NUT BUTTER?

This is a natural occurrence called "cocoa bloom" that takes place when the cocoa butter separates, solidifies and rises to the surface of the jar. Although this blooming is not a food safety hazard, and is still consumable, we understand how the appearance may be alarming. Kindly send us a message with the flavour and best by date and a picture of the cocoa bloom and we are happy to replace your jar!

ARE YOUR PRODUCTS KOSHER?

Our nut butters and nut butter cups are Kosher! All products are certified by OU Kosher.

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WHAT IS THE SHELF LIFE OF YOUR NUT BUTTERS?

All of our products have a one-year shelf life from the manufacturing date.

DO I NEED TO REFRIGERATE MY JAR AFTER OPENING? HOW LONG WILL THE PRODUCT LAST AFTER OPENING?

We recommend storing our nut butters at room temperature so that it's easier to spread. Once opened, it can last several months. As with any product made without artificial preservatives, it will spoil over time. We recommend consuming our nut butter within 1-6 months after opening.

WHY DOES JUSTIN'S USE PALM FRUIT OIL? IS IT SUSTAINABLY SOURCED?

Palm oil is a non-hydrogenated oil that helps to reduce oil separation when added in small amounts to our nut butter products. Adding liquid oils, like almond or hazelnut, would not stabilize the nut butters and would increase the oil layer at the top of the jar. Justin's nut butter jars and squeeze packs contain palm oil that is certified sustainable under the mass balance supply chain model by the Roundtable on Sustainable Palm Oil (RSPO)

WHAT IS THE ALMOND PASTEURIZATION PROCESS?

Justin's uses a steam pasteurization method to assure salmonella prevention.

DOES JUSTIN'S OFFER AN ORGANIC NUT BUTTER?

At this time only our peanut butter cups are made with 100% organic ingredients. While our nut butters are not certified organic, they are made with other organic ingredients and nuts that are sourced as locally and as sustainable as possible. We are mindful of the benefits of organic ingredients and try to use them whenever we can.

ARE THE ALMOND AND HAZELNUT BUTTER JARS AND SQUEEZE PACKS FREE OF PEANUT CROSS-CONTAMINATION?

Although we do not add peanuts or soy into our almond or hazelnut butters, you will soon see a "contains traces of...due to shared equipment" statement disclosed on the label.

While there is an extensive sanitation process between each batch, Justin's has chosen to partner with several world-class facilities to produce our high-quality products. Due to high demand, these facilities also process other products containing peanuts, various tree nuts and soy products. All nuts have a potential for cross-contact. Consumers with severe nut allergies should not consume this product.

DO YOUR NUT BUTTERS SHARE A MANUFACTURING FACILITY WITH EGG AND/OR SESAME INGREDIENTS?

While there are no egg-containing ingredients in the facility, sesame seeds are present in our facilities but do not share a manufacturing line with our products.

ARE LATEX GLOVES USED IN JUSTIN'S MANUFACTURING FACILITIES?

To the best of our knowledge, the plastics used in our manufacturing facilities do not contain latex.