

Justin's® F.A.Q



- DARK CHOCOLATE PEANUT BUTTER CUPS -

ARE THE DARK CHOCOLATE PEANUT BUTTER CUPS VEGAN?

While the Dark Chocolate Peanut Butter Cups are not certified vegan, they are naturally vegan, since they do not contain any animal byproducts.

WHY DOES MY DARK CHOCOLATE NUT BUTTER CUP SAY, "CONTAINS MILK" WHEN THERE ARE NO MILK PRODUCTS IN THE INGREDIENTS?

Even though there are no milk ingredients added in our delicious Dark Chocolate Nut Butter Cups and the recipe has not changed, we did update our labels a few years ago. Our new labels now indicate "contains trace amounts of milk" because they are processed on shared equipment with our Milk Chocolate and White Chocolate Peanut Butter Cups, which do contain dairy. While there is a sanitation process between each batch, the reason we made this change is two-fold, both deriving from our company's primary fundamental – safety.

Justin's is very careful about choosing and selecting only the highest quality chocolatiers to source not only our dark chocolate, but all of the chocolate used in our products. However, it is common practice for the chocolate industry to process cocoa beans on shared equipment with milk containing ingredients. So, while we are extremely careful, the chance of cross-contact exists even before we purchase the chocolate.

In addition to sourcing the highest-quality chocolate, we use the best manufacturing practices for safety and quality.

WHY DOES MY NUT BUTTER CUP HAVE A DRY OR POWDERY FILLING?

JUSTIN'S® Certified Organic nut butter cups are extra special due to being free of preservatives or hydrogenated oils. This cleaner ingredient label makes them more sensitive to confectionery quality concerns. For this, we recommend that our nut butter cups are stored below 18° C and kept away from heat or direct sunlight.

Based on our internal research, we have determined that exposure to higher temperatures can create a less than perfect cup. Though these cups don't look or taste the way we would like, please note that they are still safe to consume.

We work hard to ensure that our candy is made and transported in temperature-controlled environments, but once it leaves our facility we cannot always guarantee that it is properly handled. If you come across dry nut butter cups, please let us know where you purchased it, the best by date and lot code and we will work with our retail distribution partners to prevent this from happening in the future. We are also happy to send you a replacement if you can provide your mailing address.



WHY ARE MY NUT BUTTER CUPS DISCOLORED?

If you are experiencing white coating on your nut butter cups, it is actually the result of warmer temperatures causing changes in the cocoa butter and nut butter center. In production, if the chocolate does not completely form together to trap the nut buttery goodness inside the chocolate, it can leave this white residue/coating on the nut butter cups. The product is perfectly safe to consume!

If your nut butter cups appear lighter in color, this is a result of cocoa bloom, which is very common in nut containing chocolate candies made without preservatives. Exposure to cool temperatures following warm temperatures may affect the formulation and, as a result, this may cause the chocolate to appear whitish or even make the dark chocolate look like milk chocolate.

WHAT IS THE RAINFOREST ALLIANCE?

The Rainforest Alliance is an international non-profit organization working at the intersection of business, agriculture, and forests to make responsible business the new normal. They are an alliance of companies, farmers, foresters, communities, and consumers committed to creating a world where people and nature thrive in harmony.