



THE BASICS OF PRINTED VALRHONA


VALRHONA
Imaginons le meilleur du chocolat®

THE BASICS OF PRINTED VALRHONA

This new service offered exclusively to Valrhona customers will enable you to quickly and easily run your store throughout the year.

To keep your establishment running throughout the year and stand out from competition, communication is essential!

This is why we are providing you with Printed Valrhona, which will allow you to customize and print your communication resources on demand. Posters, decals, stickers, pre-defined kits and more: there are many materials and designs to choose from!

GIVE THEM A TRY!

[Quick access](#)

THE SERVICE

LOGGING IN

DEMONSTRATION

FAQ

PRINTED VALRHONA OFFERS

On the service, you will find two types of offers:

- Unit products
- Pre-defined kits

Our kits were designed to simplify your life and help you remember a point of contact to maximize the impact of your in-store communication.

The second advantage of the kits is an attractive sliding price offer: the more you liven up your store, the less expensive the kit will be per unit:

Kit type	1	2	3	4	5	6	7	8	9	10
Poster + A-board + Decals	88€	83,6€	80€	74,8€	70,4€	66€	61,6€	57,2€	52,8€	50,16€
Poster + A-board + Decals + stickers	160€	152€	145,6€	136€	128€	120€	112€	104€	96€	91,2€
A-boards + Decals	64€	60,8€	58,24€	54,4€	51,2€	48€	44,8€	41,6€	38,4€	36,48€
A-boards + Decals + stickers	136€	129,2€	123,76€	115,6€	108,8€	102€	95,2€	88,4€	81,6€	77,52€

CONDITIONS OF PAYMENT

As a **Valrhona customer**, you will be able to access the **Printed Valrhona** resource and pay for the service via **Valrhona invoices**.

This means that you do not have to pay any advance fees.



Cercle V Customer

- Pay for your customizations with your Fève points only if your balance covers your entire order.
- Loyalty discount honored



YOUR CERCLE V MEMBERSHIP BENEFITS

Cercle V customers, see all **your benefits** on the service

1 LOYALTY DISCOUNTS

- Gold 4%
- Silver 3%
- Bronze 2%

2 FREE SHIPPING

Free shipping with no minimum order

3 EXCLUSIVES

Designs reserved only for program customers (highlights, commitment to traceability, use of the Valrhona logo, etc.)

4 USE OF FÈVE POINTS

Payment possible with available Fève point balance (if it covers the entire order)

THE SERVICE

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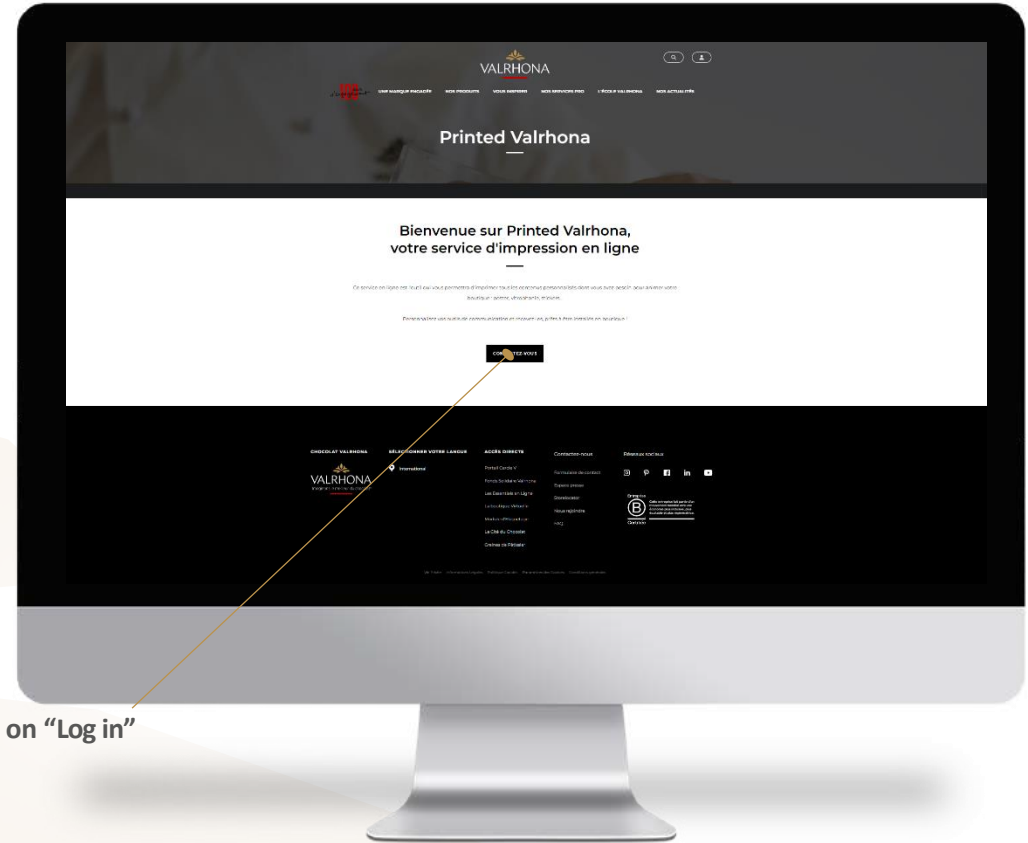
LOGGING IN

You can access the service in 2 different ways:

1/ By going directly to **printed.valrhona.com**

2/ From the “**Our professional services**” tab on **valrhona.com**, click on Printed Valrhona

To log in, you must use your valrhona.com log-in details



Click on “Log in”

THE SERVICE

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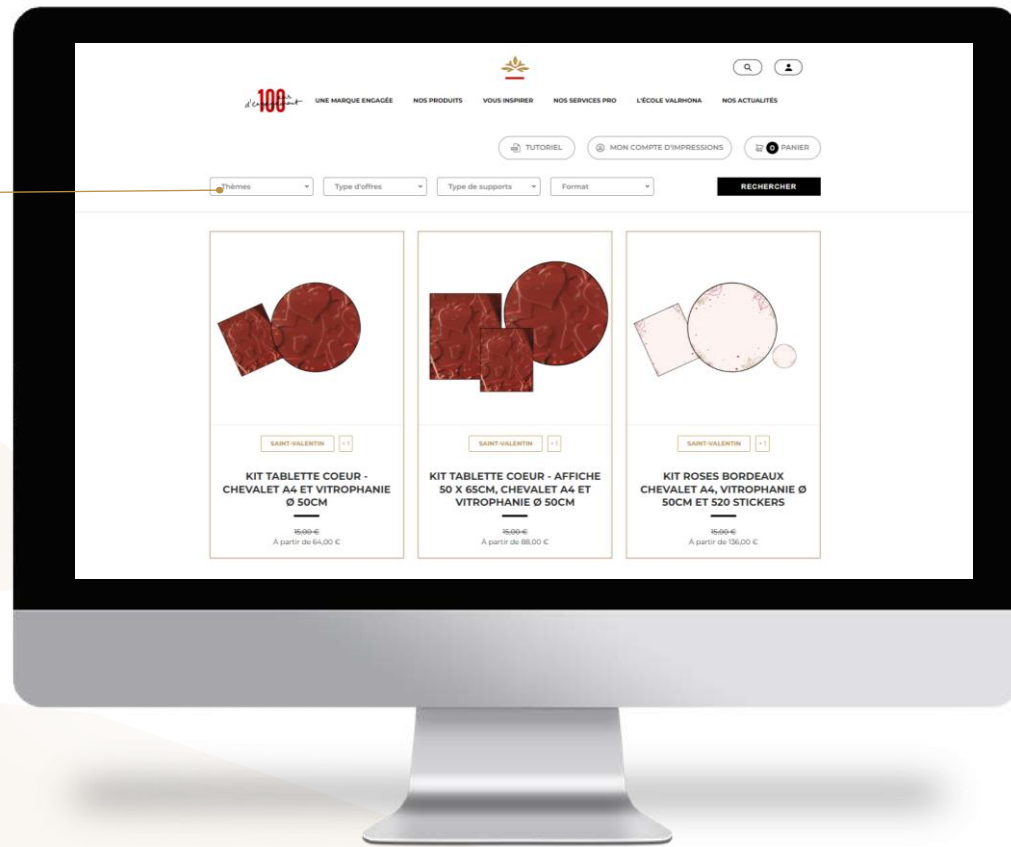
FAQ

STEP 1:
DESIGNSTEP 2:
CUSTOMIZATIONSTEP 3:
CARTSTEP 4:
ADDRESSSTEP 5:
PAYMENTSTEP 6:
APPROVAL

CHOOSE YOUR DESIGNS TO CUSTOMIZE

Use the **filters** and click on "search" to easily find designs that meet your needs

Select the design by clicking on it



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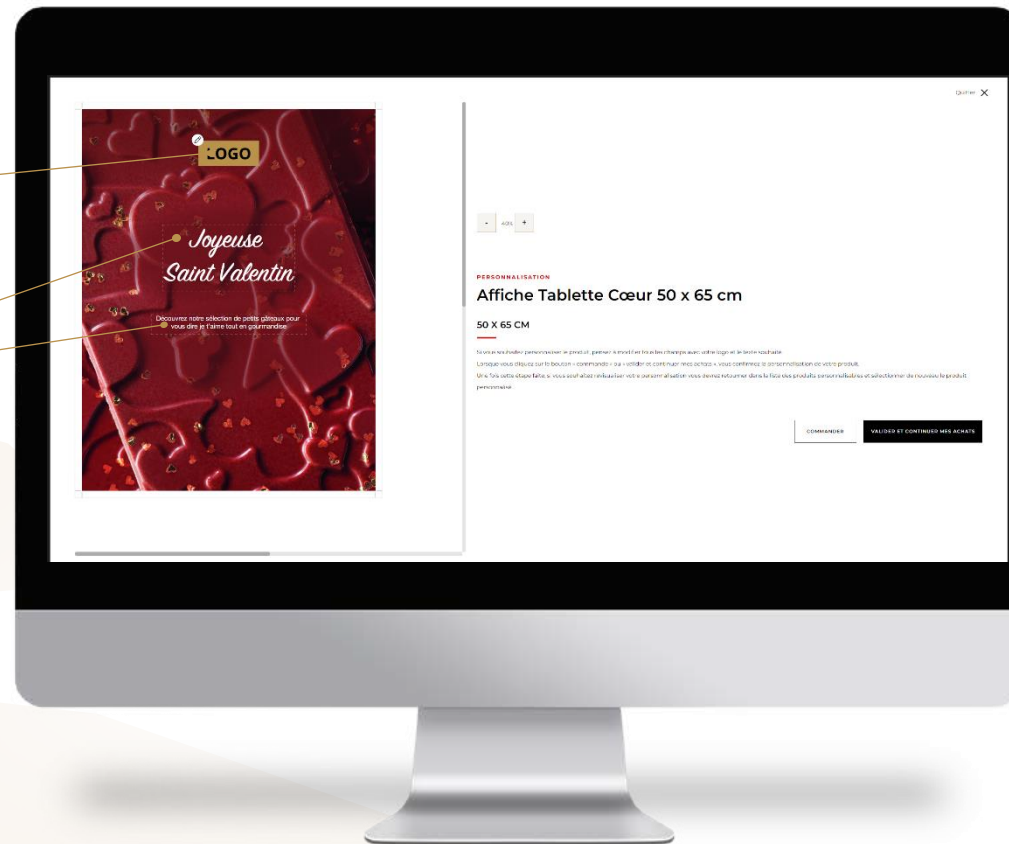
CUSTOMIZE YOUR RESOURCE

1. Insert your own logo or choose not to include one

2. Customize the text to suit your current offer or promotions

3. Once customization is complete:

- Click on "order" if you want to finalize your order
- or keep shopping



THE SERVICE

LOGGING IN

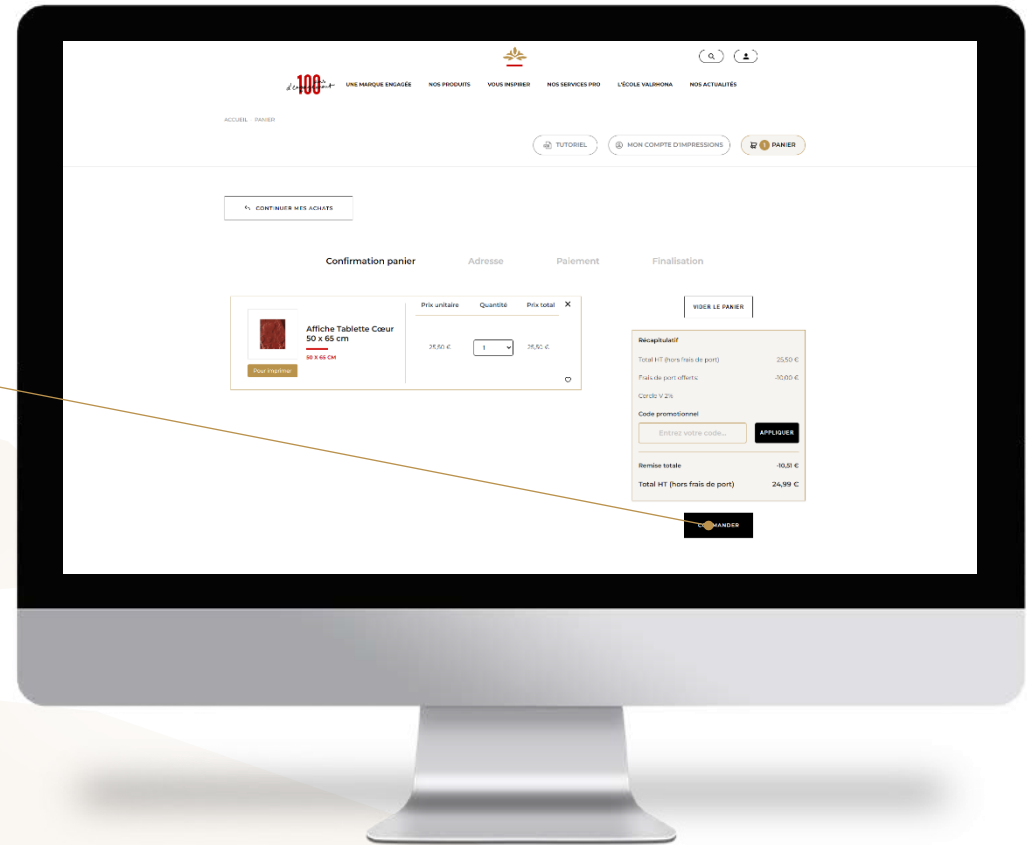
DEMONSTRATION

FAQ

STEP 1:
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ADDRESSSTEP 5:
PAYMENTSTEP 6:
APPROVAL

CONFIRM YOUR CART

Go to your cart.
Check the selected
products and your
customization by
clicking on the images
and quantities.
Click on "Order"



THE SERVICE

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FAQ

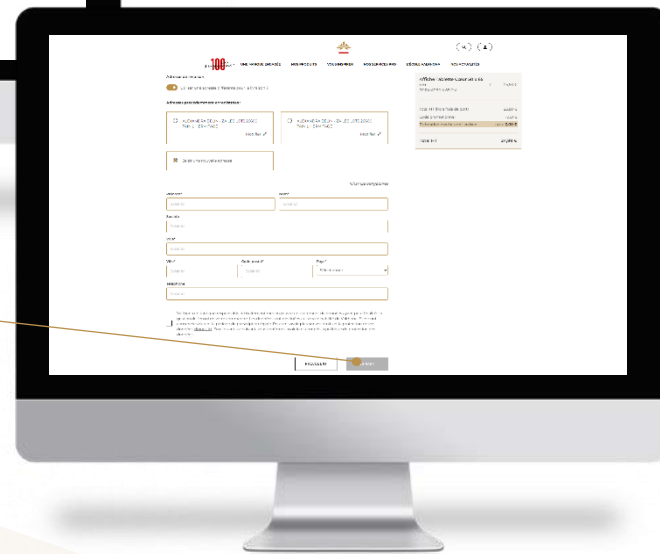
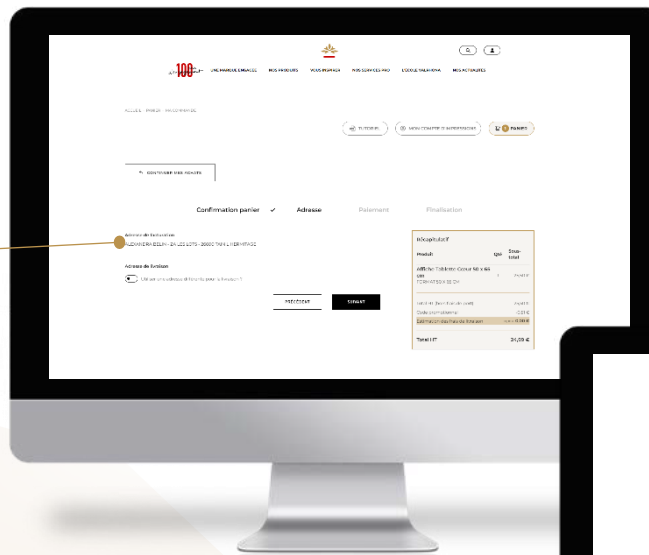
STEP 1:
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ADDRESSSTEP 5:
PAYMENTSTEP 6:
APPROVAL

CHOOSE YOUR SHIPPING ADDRESS

Use the billing address

OR enter a new address
by clicking the cursor

Then fill in the address form
and click next when all
information is entered and
correct



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CHOOSE YOUR PAYMENT METHOD

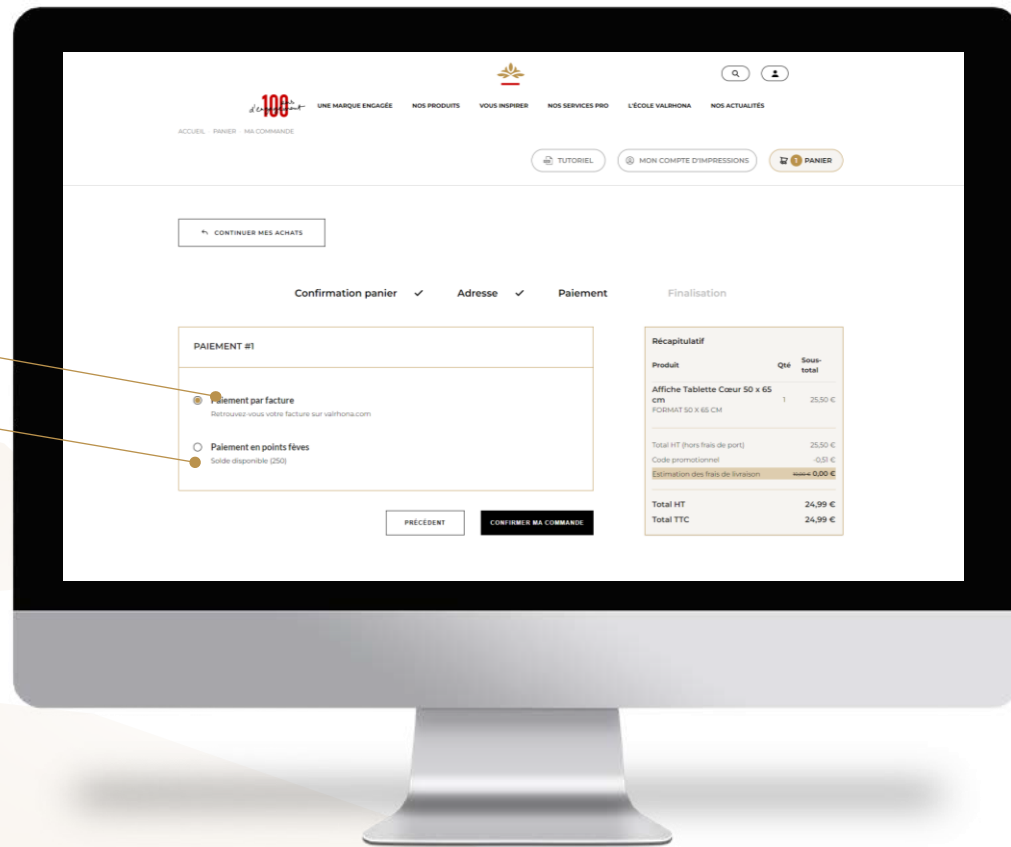
2 choices are available:

By **invoice**



By **Fève points**, only if the balance is sufficient to cover your entire order

Once your choice is made, click on "confirm my order"



THE SERVICE

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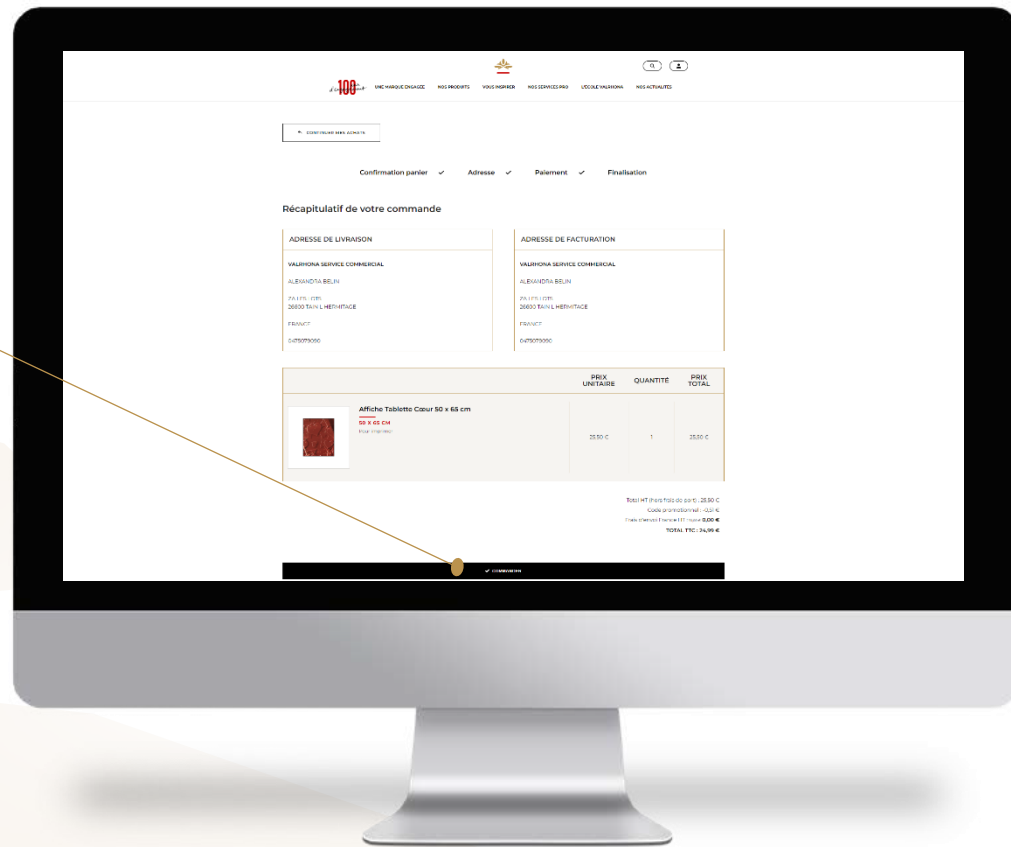
FAQ

STEP 1:
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CONFIRM YOUR ORDER

Check your order one last time.
Confirm by clicking on "Order"

You will receive it at the shipping
address entered within 8 business
days.



- > WHAT IS **PRINTED VALRHONA?**
- > HOW DO I **LOG IN** TO PRINTED VALRHONA?
- > I **FORGOT MY PASSWORD**
- > HOW DO I **CUSTOMIZE A RESOURCE?**
- > HOW DO I **DELETE** AN ALREADY CUSTOMIZED RESOURCE?
- > HOW DO I **EDIT** AN ALREADY CUSTOMIZED RESOURCE?
- > IS IT POSSIBLE TO **DOWNLOAD A RESOURCE** WITHOUT PRINTING IT?
- > WHERE CAN I FIND MY **INVOICE?**
- > HOW DO I **ADD MY LOGO?**
- > WHEN WILL I **RECEIVE** MY ORDER?
- > WHAT ARE MY **PAYMENT METHODS?**
- > HOW LONG CAN I **KEEP CUSTOMIZED PRODUCTS** IN MY CART?
- > MY **LOGO BACKGROUND** IS STILL **WHITE**, WHAT CAN I DO?
- > I'M HAVING **DIFFICULTIES**, WHO CAN I **CONTACT?**
- > IS THERE AN **ORDER MINIMUM?**



▼ WHAT IS **PRINTED VALRHONA?**

To keep your business running in and out of peak times and stand out from competition, communication is essential!

This is why we provide the printing content customization service, which allows you to print your communication resources on demand.

Posters, decals, etc.: many materials are available

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> WHAT IS **PRINTED VALRHONA**?

▼ HOW DO I **LOG IN** TO PRINTED VALRHONA?

All you need to do is go directly to **printed.valrhona.com** and log in with the same credentials you use for valrhona.com and the other service sites.

If you are already logged in to valrhona.com, clicking on "Sign in" will take you directly to the service.

> I **FORGOT MY PASSWORD**

> HOW DO I **CUSTOMIZE A RESOURCE**?

> HOW DO I **DELETE** AN ALREADY CUSTOMIZED RESOURCE?

> HOW DO I **EDIT** AN ALREADY CUSTOMIZED RESOURCE?

> IS IT POSSIBLE TO **DOWNLOAD A RESOURCE** WITHOUT PRINTING IT?

> WHERE CAN I FIND MY **INVOICE**?

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> WHAT IS **PRINTED VALRHONA?**

> HOW DO I **LOG IN** TO PRINTED VALRHONA?

▼ I **FORGOT MY PASSWORD**

Simply click on "forgotten password".

You will then need to enter your login email address and confirm that you are not a robot by ticking the box. An email with a link will arrive in your inbox to create a new password.

Remember to check your spam or junk folder.

NOTE: this will be your new password for all Valrhona services, i.e. Essentials online, virtual store and regulatory labeling.

> HOW DO I **CUSTOMIZE A RESOURCE?**

> HOW DO I **DELETE** AN ALREADY CUSTOMIZED RESOURCE?

> HOW DO I **EDIT** AN ALREADY CUSTOMIZED RESOURCE?

> IS IT POSSIBLE TO **DOWNLOAD A RESOURCE** WITHOUT PRINTING IT?

> WHERE CAN I FIND MY **INVOICE?**

> HOW DO I **ADD MY LOGO?**

> WHEN WILL I **RECEIVE** MY ORDER?

> WHAT ARE MY **PAYMENT METHODS?**

> HOW LONG CAN I **KEEP CUSTOMIZED PRODUCTS** IN MY CART?

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- > WHAT IS **PRINTED VALRHONA**?
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- > I **FORGOT MY PASSWORD**
- ▼ HOW DO I **CUSTOMIZE A RESOURCE**?
 - Go to the product list, select a resource, click on "customize". You can then add your logo and change the text.
- > HOW DO I **DELETE** AN ALREADY CUSTOMIZED RESOURCE?
- > HOW DO I **EDIT** AN ALREADY CUSTOMIZED RESOURCE?
- > IS IT POSSIBLE TO **DOWNLOAD A RESOURCE** WITHOUT PRINTING IT?
- > WHERE CAN I FIND MY **INVOICE**?
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- > HOW DO I **CUSTOMIZE A RESOURCE**?
- ▼ HOW DO I **DELETE** AN ALREADY CUSTOMIZED RESOURCE?
 - Simply go to your cart and click on the X to the right of the product you want to delete.
 - Note:** once you click on the X, you will not be able to go back to your creation.
- > HOW DO I **EDIT** AN ALREADY CUSTOMIZED RESOURCE?
- > IS IT POSSIBLE TO **DOWNLOAD A RESOURCE** WITHOUT PRINTING IT?
- > WHERE CAN I FIND MY **INVOICE**?
- > HOW DO I **ADD MY LOGO**?
- > WHEN WILL I **RECEIVE** MY ORDER?
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- ▼ HOW DO I **EDIT** AN ALREADY CUSTOMIZED RESOURCE?
 - Go to your cart, click on the image for the product you want to modify and you will be taken back to your customization.
- > IS IT POSSIBLE TO **DOWNLOAD A RESOURCE** WITHOUT PRINTING IT?
- > WHERE CAN I FIND MY **INVOICE**?
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- > HOW DO I **EDIT** AN ALREADY CUSTOMIZED RESOURCE?
- ▼ IS IT POSSIBLE TO **DOWNLOAD A RESOURCE** WITHOUT PRINTING IT?

Printed Valrhona offers two options:

you can choose to customize and download a resource or customize and print a resource.

- > WHERE CAN I FIND MY **INVOICE**?
- > HOW DO I **ADD MY LOGO**?
- > WHEN WILL I **RECEIVE** MY ORDER?
- > WHAT ARE MY **PAYMENT METHODS**?
- > HOW LONG CAN I **KEEP CUSTOMIZED PRODUCTS** IN MY CART?
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- > IS IT POSSIBLE TO **DOWNLOAD A RESOURCE** WITHOUT PRINTING IT?
- ▼ WHERE CAN I FIND MY **INVOICE?**

You can find all your invoices for the Printed Valrhona service in your valrhona.com account.

- > HOW DO I **ADD MY LOGO?**
- > WHEN WILL I **RECEIVE** MY ORDER?
- > WHAT ARE MY **PAYMENT METHODS?**
- > HOW LONG CAN I **KEEP CUSTOMIZED PRODUCTS** IN MY CART?
- > MY **LOGO BACKGROUND** IS STILL **WHITE**, WHAT CAN I DO?
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- > WHERE CAN I FIND MY **INVOICE**?
- ▼ HOW DO I **ADD MY LOGO**?

You have two options:

1/ go to "My print account", go to the "My logos" section and click on "Add a logo". You can then import a logo from your computer desktop. You can repeat this operation as many times as you'd like.

Once loaded, the logo will remain available and you can use it on various materials. If you want to delete it, just click on the X on the right of the logo.

2/ When customizing a resource, you can choose to import a logo from your computer. This will then be available in your logo library for future customizations.

- > WHEN WILL I **RECEIVE** MY ORDER?
- > WHAT ARE MY **PAYMENT METHODS**?
- > HOW LONG CAN I **KEEP CUSTOMIZED PRODUCTS** IN MY CART?



- > WHAT IS **PRINTED VALRHONA**?
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- > WHERE CAN I FIND MY **INVOICE**?
- > HOW DO I **ADD MY LOGO**?
- ▼ WHEN WILL I **RECEIVE** MY ORDER?
 - Within a maximum of 8 working days after validation of my cart
- > WHAT ARE MY **PAYMENT METHODS**?
- > HOW LONG CAN I **KEEP CUSTOMIZED PRODUCTS** IN MY CART?
- > MY **LOGO BACKGROUND** IS STILL **WHITE**, WHAT CAN I DO?
- > I'M HAVING **DIFFICULTIES**, WHO CAN I **CONTACT**?
- > IS THERE AN **ORDER MINIMUM**?



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- > IS IT POSSIBLE TO **DOWNLOAD A RESOURCE** WITHOUT PRINTING IT?
- > WHERE CAN I FIND MY **INVOICE**?
- > HOW DO I **ADD MY LOGO**?
- > WHEN WILL I **RECEIVE** MY ORDER?
- ▼ WHAT ARE MY **PAYMENT METHODS**?

You can use 2 payment methods:

- **Valrhona invoice:** it will be sent automatically to your email address on file. You can find it in your valrhona.com account
 - **Fève points:** Cercle V customers, you can use your Fève points to pay for your entire order. If your points balance is not sufficient to cover the whole order, you will not have access to this payment method.
- > HOW LONG CAN I **KEEP CUSTOMIZED PRODUCTS** IN MY CART?
 - > MY **LOGO BACKGROUND** IS STILL **WHITE**, WHAT CAN I DO?



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- > WHEN WILL I **RECEIVE** MY ORDER?
- > WHAT ARE MY **PAYMENT METHODS**?
- ▼ HOW LONG CAN I **KEEP CUSTOMIZED PRODUCTS** IN MY CART?
CHECK WITH INFOSTRATES
- > MY **LOGO BACKGROUND** IS STILL **WHITE**, WHAT CAN I DO?
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- > HOW LONG CAN I **KEEP CUSTOMIZED PRODUCTS** IN MY CART?
- ▼ **MY LOGO BACKGROUND IS STILL WHITE, WHAT CAN I DO?**
 - This means that your logo was not loaded in png format with a transparent background.
 - In order to obtain this, you have two options:
 - 1/ contact the person who made you your logo and ask for this format
 - 2/ use the website <https://www.remove.bg/fr> which will allow you to obtain this format yourself. All you have to do is upload your logo to the site and it will be generated automatically.
- > I'M HAVING **DIFFICULTIES**, WHO CAN I **CONTACT**?



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- ▼ I'M HAVING **DIFFICULTIES**, WHO CAN I **CONTACT?**

You have two options:

- 1/ Contact your sales representative directly, who can guide you through the procedure to follow.
- 2/ If your sales representative is unable to help you, you can contact Valrhona's customer service department. Someone will call you back to help with your customization.



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- ▼ IS THERE AN **ORDER MINIMUM?**

There is no minimum order to use the service. However, the more kits you order, the less expensive they will be per unit.

Cercle V customers benefit from free shipping regardless of the order total.

