

# Frequently Asked Questions



## **What makes our Cookie Dough safe:**

Our cookie dough is made without eggs, eliminating the chance of getting a foodborne illness from raw eggs. It is also made with heat-treated flour. Many people don't realize how often raw flour has been contaminated with E. Coli – by heat treating the flour, any bacteria in it is killed. These two things make our cookie dough safer to eat than store bought.

*\*Brownie Batter and Red Velvet have traces of egg from some of the other ingredients.*

## **Food Allergies:**

Our cookie dough does contain wheat and soy. We do have gluten-friendly and dairy-free options. They will be labeled as such when you're selecting your flavors. All of our cookie dough is made in the same kitchen, so we cannot guarantee cross contamination. [Click Here](#) to see our food allergen sheet..

## **How long does shipping take:**

Our processing timeline is currently 1-2 business days and then USPS takes about 2-3 days for delivery.

## **What if my dough arrives warm:**

Our cookie dough does not contain any temperature controlled ingredients, so it is still safe to eat if it has gotten warm. We keep it refrigerated to maintain the consistency. If yours arrives and is warm, we suggest mixing it up and putting it in the refrigerator for storage. If you receive the dough and there is some oil on top, that is normal and the dough is still safe to eat.

## **How long will my dough be good for:**

In the refrigerator, the cookie dough will stay fresh for 3 months. In the freezer, you can keep it for up to 12 months!

## **Where can we buy your cookie dough in retail store?**

Visit our [Location Finder](#) to find a shop nearest to you.

## **What if my package arrives damaged?**

If your package arrives damaged and not edible, please take pictures and contact us within 48 hours of receiving your package at [info@cookiedobliss.com](mailto:info@cookiedobliss.com). Please provide us with as much information as possible, including pictures and damage details.

**We do not ship our dough with any refrigerant as our dough is made with non-temperature controlled ingredients so refrigeration is not necessary. Dough should be refrigerated on arrival for best consistency for at least 45 minutes prior to eating.**