



## Frequently Asked Questions

- **What is SNØ?**
  - They're simply chips of flavored birch xylitol.
- **What does SNØ stand for?**
  - It's short for Snowflakes. The Ø is from the Norwegian alphabet and a tribute to the Nordic region which is widely considered the birthplace of xylitol. The symbol also serves as a reminder there is no sugar, no dairy, no fat, etc.
- **Are there really only two ingredients?**
  - Yes! We've developed a proprietary process of flavoring and hardening the xylitol without having to add unnecessary ingredients.
- **What is the shelf life of Snowflakes Candy?**
  - 2 years
- **What is xylitol?**
  - It's a natural sweetener found in various vegetables and fruits such as strawberries, raspberries, and mushrooms as well as corn husks, birch, and oats.
- **What the difference between birch xylitol and corn xylitol?**
  - Most corn xylitol is imported from China and extracted from corn cobs by adding sulfuric acid in a process called Acid Hydrolysis. Acid Hydrolysis is generally regarded as an environmentally unfriendly process. However, birch xylitol is extracted from birch bark in sustainably managed forests in the US, Canada, and Nordic Region by adding water to the bark and cooking the pulp. Studies show this process is 84%-99% more environmentally friendly than Acid Hydrolysis.
- **How sweet is xylitol?**
  - It's identical in sweetness to sugar.
- **Is xylitol safe?**
  - Yes. It's recommended worldwide by medical and health professional and organizations, including the U.S. Food and Drug Administration (FDA), World Health Organization (WHO), and the Food and Agriculture Organization (FAO) of the United Nations.
- **Is xylitol better for me than sugar?**
  - Yes. Xylitol is as sweet as sugar but has 40% fewer calories and 75% fewer carbohydrates.

- **Is xylitol good for my teeth?**
  - Yes. Acid producing bacteria that causes plaque and decay is unable to digest xylitol, therefor slowing its growth.
- **Why is my mouth getting a cooling sensation when I eat SNØ?**
  - Xylitol creates an endothermic reaction, meaning it literally absorbs the heat in your mouth and transfers it to the piece of candy.
- **Why does my mouth water when I eat SNØ?**
  - Xylitol stimulates your salivary glands which makes your mouth water.
- **Can my kids eat SNØ?**
  - Absolutely. Xylitol is safe for consumption at any age. However, young children (less than four years) have limited chewing ability and could choke on small candies.
- **Is SNØ safe for diabetic?**
  - Yes. Our candy will not impact insulin levels which make it an excellent choice for those on a diabetic diet. Glycemic Index – 7.
- **Is SNØ safe to eat if I'm pregnant or nursing?**
  - Yes. The American Pregnancy Association lists xylitol as a sweetener considered safe for consumption during and after pregnancy.
- **How should I store SNØ?**
  - In a cool, dry location.
- **Is there any sugar?**
  - No, all our products are sugar free.
- **Is SNØ Kosher?**
  - Yes, all our products and flavors are Certified Kosher by the Orthodox Union.
- **Is SNØ Vegan?**
  - Yes, all our products and flavors are Certified Vegan.
- **Is SNØ Dairy Free?**
  - Yes.
- **Is SNØ Organic?**
  - No.
- **Is SNØ Gluten Free?**
  - Yes, all our products and flavors are Certified Gluten Free.

- **Does SNØ have any GMO's?**
  - No. In fact, all our products and flavors are Non GMO Project Verified.
- **Is SNØ Paleo?**
  - Yes, peppermint, wintergreen, lemon, spearmint, and black cherry are all Certified Paleo Friendly.
- **Can I eat SNØ while on the Keto diet?**
  - Yes, peppermint, wintergreen, lemon, spearmint, and black cherry are all Keto Certified.
- **When should I eat SNØ?**
  - It can be enjoyed anytime to satisfy a sugar craving or after a meal to freshen your breath.
- **Where is SNØ made?**
  - In the USA.
- **What are natural flavors?**
  - Our natural flavors are oils, essence, and extracts from natural sources like melons, berries, and plants.
- **What else should I know about natural flavors?**
  - Our natural flavors meet strict safety criteria and guidelines put in place by the FDA. The natural flavors used in SNØ come from real ingredients found in nature and contain absolutely no preservatives, colors, animal products, or GMO ingredients.
- **Do you use any artificial ingredients?**
  - No.
- **Does SNØ contain allergens?**
  - No. SNØ contains absolutely no milk, eggs, fish, shellfish, tree nuts, peanuts, wheat, or soy.
- **Do you have peanuts in your manufacturing facility?**
  - No. SNØ is made in a peanut free facility.
- **Can you send me free samples?**
  - Sadly, no. We don't provide free samples but we do give you the option to buy a single tin, which is a great way to try a flavor before committing to a caddy of 6 or 1 lb bag.
- **What forms of payment do you accept?**
  - We accept Visa, MasterCard, American Express, and Discover.
- **Do you offer free shipping?**
  - Yes. For orders over \$500 and shipped within the contiguous United States.

- **Can I place my order over the phone or email?**
  - Yes. You can reach us Mon. – Fri., 9am – 5pm PST at (855) 966-7669 or by email at [sales@snowflakescandy.com](mailto:sales@snowflakescandy.com).
- **When will my order arrive?**
  - In-stock orders ship within 3 business day, LTL orders may take longer. Most orders shipped within the contiguous U.S. arrive in 2-5 business days after leaving our facility. Orders shipped to Alaska, Hawaii, US Territories, or international orders may take longer.
- **How do I track my order?**
  - Once your order ships, you'll receive an email with tracking and order information. You can track your order from this email or click the tracking ID to view tracking updates in closer detail.
- **Can you ship to PO Boxes?**
  - Yes, we can.
- **Where do you ship?**
  - We can ship to just about any address in every country of the world. We'll contact you if there's an issue shipping to an address you provided.
- **Who will be delivering my order?**
  - We ship with most common carries including USPS, UPS, FedEx, DHL, and LTL. Your order size and delivery address will determine which carries delivers your order. Your tracking email will tell you who is delivering your order.
- **How do I know if my order was delivered?**
  - You will receive a courtesy email notifying you your package was successfully delivered.

