

1. Vision.

Frostytruffle.com was set up in January 2017 with a vision to revolutionize online shopping in Nepal. We aim to create a culture among Nepalese business industries where customers come first. Having served over hundreds of satisfied customers, we take full pride in saying that we have been able to create happiness among our customers, majority of which are females. Our long-term vision is to create an ultimate platform for all girls and women in Nepal where they can buy, share, express, or even sell anything they want. That is how we have envisioned our company in future, a one stop platform for everything a girl wishes to have.

A. How it works

This is an online platform where you can come and get any designs of cake you could possibly think of. We do have our own design but you're more than welcome to bring your own design if you would like to. You can do that any way you want. We have had customers sending us a sketched or drawing of the kind of design they want or photoshop your design if you're familiar with it and we'll put all our effort to make a cake exactly as you want.

B. Our Goal

The reason we came up with this idea is because we've seen many cake shops or online platforms who claim that they would make exactly as the customer wants but in reality, they do something else or not even close to what they've insured. And the quality is not even worth paying the money for. Thus, we established this frostytruffle.com to insure our customers that we not only provide you with the gorgeous looking cakes but the tastiest ones you've ever had. Of course, we also want to make profit out of it as every other business out there but that is not the only focus. We want to stay in the market forever and the only way we can achieve that goal is by providing our customers what they deserve and what they pay for.

C. Customer Satisfaction

Customer Satisfaction is what we mainly aim for. In this competitive business world, we want to provide our customers with exactly what they want and what they deserve to stay for the longest time in the market.

2. Our Product.

A. Baking processes

Talking about the quality, our bakes are overly sensitive about your health and hygiene. Only using freshly baked breads and fresh creams that is made in our own factory with no preservatives or harmful chemicals. Each ingredient before they are used, are tested and qualified by our quality preservers and testers. Even before we launch any new flavors or products, we do profound tests on both quality and hygiene to make sure that the customers always get the best product where the customers are not the one who we use to check on our products. We have, so far, zero complaints about people getting sick or allergic of kind by consuming our product and we are committed to keep that number zero forever.

B. Hot deal policies

Anything that are left over from the day before are destroyed and not sold in hot deals. All the hot deals are for the promotion propose only and not to get rid of old left overs form the day before. For the quality assurance purpose, we have anytime walk-in facility available in all our factory so if the customers aren't sure about our product, they can just walk in our factory anytime they want without any prior notice. We insure that we will never let you down or give you a change to complain. Each customer who decides to come for 'walk-in' tour will be provided with the free freshly bakes bread with the most delicious cupcake to take home for your loved ones.

C. Menu and Pictures

3. Advertisement and feedback.

The best way to get more and more customers, by my personal experience is through referrals. We can do tons and tons of advertisements, invest lots of money in it but we're sure that people see those kinds of advertisements every day and they can't really trust who's telling the truth because people mostly tend to promise things which in reality are not always true. So, we believe in referral, we believe that instead of spending tons of money and time in those adds, if we can focus more on the quality of the product, the customers will automatically tell their friends and their friend's friends then before you even realize, everyone would be talking about how good your product is. Thus, the money we could spend in adds are used in bettering the quality of the product and making sure that the customers gets what they pay for.

A. Feedback

As described earlier, we've zero unhandled complains so far and we are doing everything we could to keep that number as zero in the future as well. We highly appreciate all the feedback, whether they are good or bad as we believe that the customers feedback is something that helps us improve and become better. We even reward two person every-week for their honest feedback. We also grantee a full cash back if you're not satisfied with your purchase. If you think that what you got is not worth what you paid for we will take the product back and return your cash but luckily, we haven't had that situation ever. All in all, our main and only focus is you, our customers and we will do everything we could to keep our customers happy and satisfied. If you have any idea or suggestion on how we can do better, you're more than welcome to share it with us. After reviewing and analyzing your ideas If we like it or if it goes along

B. Cost

By keeping Advertise cost to the minimum we keep our product's cost to the lowest we can. Instead of spending ton of money in useless adds, we focus on the quality of the product and believe that the customers itself will advertise the product by sharing their experience to their friends. That way the money we could have spent on the adds can help us keep the price to the lowest.

C. Social Media Adds

Since our main focus is our customers, we try to make them gain some discounts of profit through our adds. We have policies where if the customers share, comments on our posts or brings referrals, we give them certain discounts of free give-away products. That way, we will advertise our product and at the same time we will give some gain to the customers as well.

4. Why Us?

Here are a few key points why we are loved by everyone, and why you should try us:

- A. We source all the products ourselves from quality factories only
- B. ZERO customer complaint left not handled
- C. Money Back or exchange facility Simplicity.
- D. Simplicity

Our shopping policy is very simple to understand with super user-friendly website. You simply go to our website, www.frostytruffle.com, pick your design, modify if you want to, specify the quantity, flavor, size and everything then simply make a payment and leave it to us. We'll deliver what you want exactly where you want at your desirable time.