

Refund Policy

At Zentveld's Coffee Farm and Roastery we are extremely proud to offer our customers roastery fresh coffee and high-quality products.

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

Incorrect Supply/ Faulty Product

If the product received is incorrect - not as per description or faulty (wrongly packed beans/grind/or defective) Zentveld's are happy to offer a replacement or refund.

Faulty Products: If it is Zentveld's fault, we fix at our expense, offering you the suitable replacement including freight, or a refund. If the request for exchange or refund is due to a customer their changing mind or having ordered something 'by mistake' it is fixed at the customer's expense.

Condition

To be eligible for a return, your item must be in the same condition that you received it, unused, and in its original packaging. You will need to supply the receipt or proof of purchase (eg. online order number), contact details and a short description of the problem to coffee@zentvelds.com.au. Please attempt to 'reseal' coffee, tea or chocolate for safe return.

To start a return, please contact us at coffee@zentvelds.com.au If your return is accepted, we'll send you a return shipping label, with instructions. Items sent back to us without first requesting a return will not be accepted.

Please have proof of purchase details handy and send through any photos of damaged goods.

Damages and Issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.