

# Returns/ Replacements/ Credit Policy

At Zentvelds's Coffee Farm and Roastery we are extremely proud to offer you roastery fresh coffee and high-quality products .. living up to our policy of *Good Taste First*.

We have a 14 days return policy, which means you have 14 days after receiving your order, in which 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) Zentvelds are happy to offer and send you a replacement.

**Faulty Products:** If it is Zentveld's fault, we will fix at our expense, offering you the suitable replacement including freight, or a credit on your account. If the request for exchange or credit 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, 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, along with a photo to [coffee@zentvelds.com.au](mailto:coffee@zentvelds.com.au). For any product considered faulty, please attempt to reseal coffee, tea or chocolate for safe return. Zentveld's will arrange for the correct product to be sent to you, with a Post bag for you to return the at fault item, free of charge. Please attempt to 'reseal' coffee, tea or chocolate for safe return.

Items sent back to us without first requesting a return, may not be accepted for credit.

## **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**

If you ordered something by mistake, contact us first (noting conditions as above) then if accepted, you will need to return in good, re-saleable condition for us to apply credit. Customer to pay the freight for returning items.

*We grind coffee to order, and with absolute respect for all our coffee customers, we will not accept returns of ground coffee.*

The fastest way to complete the returns process is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

## **Credit**

For items ordered 'by mistake' Zentvelds will notify you once we've received and inspected your returned item. A credit will then be applied to your account, and notice provided.