

60-day Moneyback Guarantee

Green Coffee Collective

We want you to feel completely confident when investing in your equipment with us. If you're not completely happy with your purchase, just let us know within 60 days of delivery. To make things easy, we'll arrange the collection for you, inspect the item, and issue your refund - minus the cost of collection and a standard restocking fee to protect our business and keep operations sustainable.

Key Terms at a Glance

60-Day Decision Window: You have a full 60 calendar days from the date of delivery to test your equipment and decide if it's right for you.

We Arrange Collection: You don't need to worry about booking heavy freight or courier services. We will schedule and organize the pickup directly from your address. The total cost of the collection will be deducted from your final refund amount.

£30 Restocking Fee: A flat £30 restocking fee will be deducted from your refund to cover warehouse inspection, cleaning, testing, and repackaging.

Condition of Returned Items: Equipment must be returned clean, in good working condition, and in its original packaging with all components, cables, manuals, and accessories included.

How Your Refund is Calculated

When a return is approved and collected, your final refund total is calculated as:

Refund Amount = Original Item Price - Collection Freight Cost - £30 Restocking Fee

How to Request a Return & Collection

To start a return under your 60-day guarantee:

1. **Email Us:** Send an email to orders@greencoffeecollective.com with the subject line "60-Day Return - [Your Order Number]".
 2. **Provide Details:** Include your order number, pickup address, and a brief explanation of why you're returning the item.
 3. **Receive Quote & Labels:** We will reply with the collection fee quote for your approval, along with your collection labels and date confirmation.
 4. **Prepare the Package:** Securely pack the item in its original box with all included parts and attach the provided label.
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Exclusions & Limitations

Our 60-Day Money-Back Guarantee is designed for peace of mind, but some standard exclusions apply:

- **Perishable Goods:** Green coffee beans, consumables, food products, and cleaning chemicals cannot be returned once opened.
 - **Damaged or Modified Equipment:** Items showing evidence of severe physical damage, improper electrical setup, unauthorized modifications, or neglect are not eligible.
 - **Custom Orders:** Specially ordered machinery or custom-built roasters.
 - **Missing Parts/Excess Wear:** If returned items are missing accessories or require extensive cleaning/repair, additional deductions may apply.
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Refund Processing

Once your return is received at our hub and completes our warehouse check:

- **Timeline:** Approved refunds will be processed back to your original payment method within **10 business days**.
- **Confirmation:** You'll receive an automated email confirmation detailing the item total and the deductions (collection fee + £30 restocking fee).