

Price Match Promise

Green Coffee Collective

We want to ensure you're getting the best value when investing in your equipment. If you find a lower price on a brand-new, identical machine before you place your order, we'll gladly match it. Our price match promise is shaped to keep things simple, fair, and transparent for our customers while protecting our business.

Key Terms at a Glance

Pre-Purchase Only: Price match requests must be submitted and approved **before** you complete your order. We cannot apply price matches retrospectively to existing orders.

Like-for-Like & Brand New: The comparison machine must be brand-new (unopened in original packaging), currently in stock, and an exact match in make, model, and specification.

Authorized Retailers & Warranty: The quote must come from an authorized distributor in the UK or EU and include an equivalent manufacturer warranty (minimum 12 months).

Net Price Comparison (Excluding VAT): Because we supply customers across the UK and Europe with varying regional VAT rates, all comparisons are calculated using the **net price excluding VAT**.

7-Day Approval Window: Once your price match request is approved, your matched price offer will be valid for **7 days** to complete your purchase.

How to Submit a Claim

Before placing your order, send an email to orders@greencoffeecollective.com with the subject line "Price Match Request - [Machine Name]".

Please include a copy of the competitor's official quote or a direct link to the product listing, which must show:

- **Seller Details:** Official business letterhead/website, physical address, and VAT registration number.
- **Product Details:** Exact make, model, year/specification, confirming the item is brand-new and currently in stock.
- **Price & Shipping Breakdown:** A clear net item cost (excluding VAT) with any delivery, freight, or handling fees listed separately—allowing us to compare their total cost against our free shipping offer.
- **Quote Validity:** The quote or advertised price must be active and dated within **14 days** of your request.

Currency Conversions: If your competitor quote is in Euros (€) or another currency outside GBP (£), we will calculate the price match using the live spot exchange rate on the day your claim is reviewed.

Exclusions & Limitations

Our Price Match Promise does **not** apply to:

- Used, refurbished, ex-display, re-conditioned, or unauthorized grey-market import equipment.
 - Unauthorized distributors, auction sites, or third-party marketplaces (e.g., eBay or Amazon third-party sellers).
 - Package deals, bundled promotions, trade-in offers, or obvious pricing errors.
 - Claims submitted after an order has already been placed or paid for.
 - Differences in final price caused solely by regional VAT percentage variations.
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Fair Play & Terms

Please Note: We reserve the right to verify competitor quotes, stock availability, and authorized dealer status before approving any match. We also reserve the right to refuse a Price Match where we suspect fraud, misrepresentation, or pricing errors.

We reserve the right to amend or withdraw this Price Match Promise at any time. Any changes will take effect once updated on our website and will apply to all requests submitted after that date.