

Our Green Coffee Warranty

At Green Coffee Collective, we take quality seriously and aim to provide as much transparency as possible when it comes to the green (unroasted) coffee we sell. We work directly with trusted producers and partners to ensure your coffee arrives in excellent condition and matches the details shared at the point of sale.

That said, **green coffee is a natural, agricultural product**. Variations in flavour, moisture content, and screen size are part of its character. Just like with wine or chocolate, no two lots — or even two bags — are *exactly* the same.

This document outlines what's covered under our green coffee warranty and what falls outside reasonable expectations.

What's Covered – Valid Reasons for a Warranty Claim

We offer a **7-day warranty from the date of delivery** on any green coffee you purchase. During this time, you can raise a concern if your coffee shows:

- **Visible mould or infestation**
- **Signs of water damage or excessive moisture**
- **Incorrect moisture content** (significantly outside published spec)
- **Contaminants or foreign objects**
- **Incorrect product sent** (wrong variety, process, or weight)
- **Severe physical damage to packaging or vacuum seals**

If any of the above occurs, please let us know and we'll investigate quickly.

What's Not Covered

We aim to be fair and supportive, but the following do **not** qualify for warranty claims:

- Coffee not cupping “as expected” — flavour is subjective and influenced by roast profile, grinder settings, water, equipment, and more

- Variations in roast outcome - *roasting is an imprecise craft*
- Slight differences in **screen size, moisture, or cup profile** across bags or lots
- Issues reported **more than 7 days after delivery**
- Coffee that has been **stored improperly** after delivery (e.g. in damp, warm, or light-exposed conditions)

How to Raise a Claim

If you believe your green coffee falls short of our warranty standards:

1. Email **orders@greencoffeecollective.com** within **7 days of delivery**
2. Include:
 - Your **order number**
 - A clear **description of the issue**
 - Any **photos, moisture readings, or other evidence** if possible
 - A short explanation of **why the issue qualifies** under our warranty

We log all quality-related issues internally to improve future sourcing and fulfilment.

What Happens Next

If we agree that the coffee does not meet the standards outlined above, we'll offer:

- A **full or partial refund**, or
- A **credit to your account**, depending on availability and context

Please note that **refunds and credits are not automatic** - they are issued only when we've confirmed a legitimate breach of the warranty terms

Storage Guidance

To maintain quality, green coffee should be stored:

- In a **cool, dry** environment (ideally 15–20°C)
- Away from **direct sunlight**, moisture, or fluctuating temperatures
- In **sealed packaging** or a dedicated green coffee storage bin

We can't be responsible for any deterioration caused by poor storage after delivery.

In Short

We'll always try to be fair - and we ask for the same in return. We're here to help, and if something goes wrong that falls within our control, we'll put it right. But roasting outcomes and flavour preferences are personal, and we can't guarantee results in the cup.

If you're ever unsure, just drop us a line. We'd rather talk it through than leave you disappointed.