

Our Quality Commitment

We stand behind every bag of green coffee we source. If your beans don't meet our quality standards, we'll make it right.

Inspection Period

We recommend inspecting your coffee upon arrival. You have 7 days from receipt to report any issues with your order. Please document any concerns with photographs and detailed descriptions to help us address them promptly.

Quality Issue Resolution

If you encounter any of the following within **30 days of delivery**:

- Excessive defects (>5% by weight)
- Obvious moisture damage or mold
- Pest contamination
- Significant deviation from approved samples

What to do:

1. Notify us within **48 hours** of discovery
2. Provide clear photos/video documentation
3. Keep the entire lot intact for inspection

Our resolution:

- Replacement shipment at our cost
- Prorated refund based on defect severity
- Future order credit (your choice)

Non-Quality Related Returns

Due to the perishable nature of green coffee:

- **Flavor preference** is not grounds for return (we provide samples for this reason)
- Unopened bags may be returned within **14 days** (customer covers return shipping)
- **Custom micro-lots** are final sale (farmers are paid upfront for these exclusive lots)

Shipping Damage Claims

For issues caused in transit:

1. File a claim with the carrier **immediately** (we'll provide all documentation)
2. We ship replacements once the claim is processed

Sustainability Practices

Returned coffee is responsibly handled:

- Donated to coffee schools for training if usable
- Composted if unsuitable for consumption
- **Never** resold as premium quality

Transparency Promise

We maintain:

- Batch-specific quality reports (available upon request)
- Direct farmer feedback loops to address rare issues at origin

Contact Information:

- **Email:** support@redandgreenforest.alejojamc.com
- **Phone:** +31 123 789 456

- **Address:** Red and Green Forest Coffee, Zwaanstraat 31N, Eindhoven, 5651CA, Netherlands.

Special Notes

- **Roasted coffee** produced upon customer demand is **non-returnable** unless it arrives damaged or incorrect, due to its perishable and custom-prepared nature.
- **Sample-sized orders** (under 1kg) are **non-refundable**.
- Shipping fees are **non-refundable** unless the return is due to our error.

Policy last updated: April 28, 2025.