



## Terms & Conditions

### Who We Are

Two H Coffee is co-founded by Oliver Humphries & James Hastie and is a registered trading name of Humphries & Hastie Limited. All references to Two H or Two H Coffee will refer to Humphries & Hastie Limited; it's employees and authorised representatives. Any payments or refunds made to or from the company will be shown as Humphries & Hastie Limited.

Registered Company Name:	Humphries & Hastie Limited
Registered Trading Name:	Two H Coffee
Registered UK Business #:	
UK VAT #:	260581315

Address:	Unit 47
	18 High Street
	High Wycombe
	Buckinghamshire
	HP11 2BE

### Terms Of Order

These terms of order in no way affect your statutory rights as a customer.

No contract will subsist between you and Two H Coffee for the sale by it to you of any product until Two H Coffee accepts your order by email confirming that it has dispatched your order. That acceptance will be deemed complete and will

be deemed for all purposes to have been effectively communicated to you at the time Two H Coffee sends the email to you (whether or not you receive that email). By placing an order with Two H Coffee you are agreeing that you have read, accepted, and fully understand the Terms and Conditions. Items cannot be bought for resale without prior permission. Two H Coffee reserves the right to refuse any order which is deemed to have not been conducted in the correct way or where any foul play may have taken place. Two H Coffee also retains the right to not complete any order that it wishes to do so providing that the monies have not been taken or a full refund is given. By placing an order, confirmed via email, you the consumer are bound and contracted to complete the sale unless Two H Coffee decides otherwise. By placing an order and giving credit / debit card details on our secure server you the consumer are bound and contracted to complete the sale unless Two H Coffee decides otherwise.

## Refund Policy

If goods are returned due to being faulty, so long as they are returned within a reasonable amount of time, the remedy afforded to the customer under the Sale of Goods Act 1979 (as amended), is a refund. Also, where a consumer exercises his cancellation rights the customer will be given a refund within 30 days of their cancellation.

## Cancellation Rights

You the consumer are given the right to cancel as required by the Distance Selling Regulations. You the consumer have the right to cancel your order without giving a reason, the cancellation period in the case of contracts for the supply of goods begins with the day on which the contract is concluded. The cancellation period ends on the expiry of 7 working days, beginning on the day on which the consumer receives the goods. You the consumer can be asked to return and pay for the cost of returning. Further information on this can be found on the Department of Trade and Industry website at

<http://www.businesslink.gov.uk/bdotg/action/detail?itemId=1075385183&type=RESOURCES>.

Roasted coffee is excluded from these terms.

### Cancelling Or Challenging Your Order

Once you have placed you will be issued with an order number via email confirmation, please quote the order number in any further communications. If you wish to cancel your order, providing it has not already been dispatched, we will simply refund your money. It is important that you notify us as quickly as possible – please email [twohcoffee@gmail.com](mailto:twohcoffee@gmail.com). Orders cannot be cancelled once they have been dispatched. Similarly, if you wish to amend an order, please contact us as soon as possible. Again this will only be possible if your order has not already been dispatched.

### Returns

Two H Coffee is committed to providing you with the highest quality products.

If however you are dissatisfied with a product you have purchased it can be returned to us, providing it is not more than 7 days since you received the goods. You will only receive a refund for packets of coffee that have not been opened and for accessories that are in a saleable condition. You will be responsible for the costs of returning the goods to us.

If goods are faulty, or if you receive a product that you did not order, we will provide you with a full refund or replacement provided you notify us within 30 days of receiving the goods. Please contact us via email [twohcoffee@gmail.com](mailto:twohcoffee@gmail.com) so that we can arrange with you suitable collection or return shipping options.

### How To Order

Online: [www.twohcoffee.co.uk](http://www.twohcoffee.co.uk)

Email: [twohcoffee@gmail.com](mailto:twohcoffee@gmail.com)

We can discuss and arrange order via email, but we cannot accept card details via email. Please do not, under any circumstances, send card details to us in written form, nor shall we ever ask for you to send us card details in a written form. Orders created via email must be paid for via another method, which we will advise you at the appropriate time.

## Payment Methods

Two H Coffee take payment via secure bank transfer. Please remember when making payment be sure to reference the order number as the payment reference.

All card processing is done via a secure encrypted server in compliance with PCI DSS certification.

We cannot accept cash through the post and accept no responsibility for this.

Two H Coffee requires payment at time of purchase, before delivery of goods. Once funds have been cleared the goods will then be released. This helps us to plan and deliver the best service to our customers and trust period to build a working relationship. After this customers can apply to open a credit account with us and be invoiced with payment due within an agreed time depending on the customers needs (usually on a bi-weekly or monthly basis). Failing to do so will result in no further goods being supplied and interest of 5% of the outstanding amount will be added to the outstanding amount due on the account, accumulatively, on a monthly basis.

## Delivery

Expect delivery of your order within 28 days, although most items will be dispatched within 1-2 working days. We will try to contact you if the wait is expected to be longer than 5 days and agree another time for delivery. If we cannot agree on another time, we will offer the consumer a refund.

### UK Postage

Two H Coffee delivers using the following services:

- Royal Mail 1st Class  
1st class post aims to deliver within 1 working day. This is not a guarantee but an aim. Royal Mail will not class an item as lost or missing for 15 working days but please get in touch if you have not received your order within 7 working days of dispatch.
- DHL Domestic Express Service  
Domestic delivery by the end of the next possible working day

Delivery may take up to 28 days as stated by Royal Mail, however this usually is 1-3 working days. If your goods have not arrived after 14 days please contact us.

Please ensure that your delivery details are correct as we cannot be held responsible for shipping errors caused by incorrect information.

All goods will be dispatched after payment has been approved

Smaller orders within a local radius will be delivered by hand.

Two H Coffee currently only supplies within the UK.

## Delivery Prices

Delivery prices are priced on weight and will be added automatically when an order is placed. This will be broken down and displayed into the component of price and delivery charge on your invoice.

The final price will be in pounds sterling.

## Roast Policy

Our coffee tastes best at least 7 days from roast date.

This is due to a process called de-gassing, which is a natural occurrence as a result of the roasting process.

Orders will be dispatched using stock roasted within a maximum of 10 days prior to the order being placed.

Two H Coffee operates in this way to ensure you taste the coffee the way do in the roaster – the way in which it was intended to taste – without having to wait for the following weeks production schedule.

## Our Aim

If you place your order before 9am, it is our aim your order will be processed and dispatched on the next working day. None of this can be guaranteed. Two H Coffee cannot be held responsible for operational issues and delays. We do close over the Christmas period; our closing times will be posted on [twohcoffee.co.uk](http://twohcoffee.co.uk) and via our various social media channels.

## Quality Control

Two H Coffee takes pride in supplying coffee of the highest quality to our customers, as our result we take care when roasting and handling every batch of coffee, great tasting, and 99.9% free from imperfections. However, we receive our coffee in sealed bags from our suppliers farms and even though we rigorously check our beans when handling, we cannot guarantee the beans will be completely free from minor imperfections and foreign bodies. Just as we try to check all beans we handle at every stage during our roasting and packaging process, we advise our customers to do the same whilst using our beans. In such rare cases of imperfections, Two H Coffee cannot, and will not, be held responsible for such instances and their resulting consequences.

## Privacy Policy

When you order a product from Two H Coffee, we need to collect certain information from you; your name, email address, billing address, delivery address and other contact information. This information is then used to process your order and allows us to contact you to communicate the status of your order if necessary.

We will not pass this information onto others unless it is necessary to process your order or payment.

## Complaints

Two H Coffee will acknowledge any complaint within 5 working days and full respond within 30 working days.

In the unfortunate event that you do wish to lodge a complaint, please contact us via email at [twohcoffee@gmail.com](mailto:twohcoffee@gmail.com) or write to us at our postal address:

PO Box 47,  
18 High Street,  
High Wycombe,  
Buckinghamshire,  
HP11 2BE  
United Kingdom

Our office team can be contacted from 9am-5pm Monday to Friday. If you contact us outside of office hours we will get back to you as soon as possible the next working day.