



Refund & Return Policy

Effective Date: July 1st, 2025

Last Updated: July 1st, 2025

We stand behind what we roast and what we sell. But we're also realists, coffee is perishable, and once it leaves our roaster, it's yours. Here's how we handle refunds and returns for both coffee and merch:

COFFEE – All Sales Final

We roast coffee to order, which means it's made just for you. For that reason:

All coffee sales are final and non-refundable.

We don't accept returns on coffee, even if the bag is unopened.

But, if your coffee arrives damaged, the wrong item shows up, or something just isn't right, contact us within **7 days** of delivery at support@crudecoffeeinc.com and we'll make it right.

We're not robots, we're people. And we want you happy with your brew.

MERCHANDISE – Returnable Within 14 Days

T-shirts, mugs, hats, gear, you know, the good stuff.

We accept returns or exchanges on **non-consumable merchandise** within **14 days of delivery**, as long as:

- The item is unused and in its original condition
- You have proof of purchase
- You contact us first at **support@crudecoffeeinc.com** to start the return process

Return shipping is the customer's responsibility unless the item was defective or incorrect.

Refunds will be issued to the original payment method once the item is received and inspected. Please allow 5–10 business days for processing.

Damaged, Defective, or Incorrect Orders

If your order shows up broken, wrong, or missing something, email us within **7 days** of receiving it. Include your order number and a photo of the issue.

We'll fix it, replace it, or refund it, depending on what went sideways.

How to Start a Return

Email us at **support@crudecoffeeinc.com** with:

- Your order number
- A brief description of the issue
- A photo (if applicable)

We'll respond with next steps within 1–2 business days.

Need Help?

We're here to help. No scripts, no bots, no nonsense.

Email: **support@crudecoffee.com**