We have a really straight forward policy on returns.

1). If you or your customer make an error, you pay for the fix. Your website description is incorrect or you have a packing slip issue. You make the call as to what to do and you pay. Simply enter a new order and if you notify us of the issue, we will expedite the order.

2). If we make an error (and we will. Our internal tracked error rate is 0.325% if you sell enough, it will happen). This is typically: Wrong grind: ordered whole and sent drip or wrong label type of things. Our process is extremely custom and humans at every step, so if/when we make an error, you simply tell your customer you are so sorry, re-enter the order and then send us a quick note. We will fix the issue and we pay for new coffee and shipping. We will also expedite the new order to get it shipped fast.

3). If there is an issue that is the post office's fault or other odd issue...package theft, damaged in shipping or item tracks delivered and customer claims not received, you make the call. You can decide to file a claim with post office when applicable or simply decide to replace the order. In this case, you pay for shipping, we'll pay for coffee. Enter a new order in your store, email us the new order # and details of the issue and we will refund the coffee part of the order and expedite the order.

So, in summary.
Your fault, you pay. Our fault, we pay. "Nobody's" fault, we split it to keep the customer happy.

However you write your policy, never have a customer send coffee back. It is a waste of shipping as we have to discard any returned product.

In all of the above cases, if an order needs to be replaced, the best way to do so is:

- Create a new draft order.
- Mark it paid.
- Check the TCR app 'orders' tab to be sure the order was processed and shows paid.
- Send us the TCR app order# and details of the issue (policy 1, 2,or 3) and when appropriate, we will refund and expedite the order.
- When the order is processed you can forward the tracking to your customer.