

Shipping Speed and Process

We don't publish a formal shipping policy as the process is too complex but we do recognize that your store will need some guidelines to keep your customers informed. Here is the process and the behind the scenes info so you have what you need.

Each order is a 100% custom product that is created after the order. Labels are print on demand, coffee is batched and roasted to order everyday.

When an order comes into your store, it is immediately recognized by the app and imported into our system. Your card is charged and the order is now in our queue to be filled. If payment doesn't clear, it is not processed and will not hit the queue until you pay the invoice in the invoice tab.

If you need to change an order for any reason, be sure to immediately contact us @ orders@temeculacoffeeroasters.com. Provide the app order#, the sku you need to change and the sku and label number that you would like to ship. Orders that have been fulfilled cannot be modified. Making changes to your Shopify store does not impact the App order. They are both functionally and legally totally separate transactions.

Orders in the queue are processed every business day for the following day. We process the number of orders we expect to be able to roast and ship that day. You will see shipping attached to your orders as they are processed for the next day's roast. Each business day, labels are printed and the roasters create the next day's batches. The following morning we start roasting and filling your packages.

At some point in the day, the USPS truck will come by and pick up our pallets of orders ready to ship. It that is at 10:00 a.m., the rest of the orders filled that day will ship the next business day. Orders not shipped will appear as "pre-shipment" when you check the tracking.

If you notice an order has a tracking number but has not shipped, before contacting us, check to be sure that you have an assigned label for that sku. Orders that are created but have no product label cannot ship. The assumption is that you will not sell product that you do not have labels assigned and no notification will be sent. The order will be placed on hold until a label is available.

Each order is unique and shipping package and method is based on what is best for the package. In general:

- 1 - 12oz package ships via USPS 1st class
- 2-8 packages ship via USPS Priority Mail (flat rate or regional)
- 9+ ship via UPS ground

The order to ship time is generally 3-5 business days.
Ship to delivery is generally 1-5 business days.

The result is coffee arriving to your customer right at the peak of flavor.

Expedited shipping is not available as it only serves to cause false expectation. You will note that total time to delivery is as much a function of processing and day it is ordered as shipping.

International shipping is available. Please be sure you are using the calculated shipping rate in Shopify as we charge you based on the same calculation. Be aware, international shipping is expensive, represents 1.4% of total business and 18% of total shipping issues.

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Most international orders ship best via USPS 1st class International. International orders cannot be guaranteed to be delivered and are not refundable in any way.

We have found it best to carefully create a delivery expectation for your customer based on the fact that every order is a bag of coffee created specifically for the customer ordering it. This means the freshest coffee possible and that process takes time. It is worth the wait.

Your Shipping Policy should take into consideration:

Each order is roast to order and the process takes a minimum of 3 BUSINESS days. (3-5 business days, longer during the holidays).

Actual shipping times vary but in general 2-5 BUSINESS days from the date picked up. (2 days to So Cal, 5+ to small cities on the East Coast)

Buyers expect reliable shipping time - not fast. Fast = already roasted and sitting on a shelf in a warehouse. You are sending coffee that will hit peak flavor after it arrives. No coffee is roasted before the order is received.

All orders are shipped USPS or UPS.

International ship via best method. Be sure you carefully set up your rules and take a close look at USPS's country specific service info.