



Welcome to Mercon Specialty Ecommerce!

We are so excited to make shopping coffee seamless and accessible to everyone. We have created an easy 3-step guide to help you place your first order with Mercon Specialty.

Step 1: Create an Account

To start shopping ***Our Coffee*** and get access to our exclusive pricing, you will need to ***create an account.***

You can find a link to "Create an Account" on our ***Mercon Specialty website***, under our ***"Contact"*** tab or on the icon of the person on the upper right-hand corner.

To create an account, you will need to provide the following information:

- Name
- Email Address
- Phone Number
- Company Name
- Company Website
- Company Address
- Tax ID
- Select your sales executive or select "New Client."
- How did you hear about us?

Step 2: Start Shopping

After you have created your account, you can start placing orders.

To begin shopping, visit ***"Our Coffee"*** page. You can filter your selection by various categories, including by warehouse.

Please note, you can only add coffee to your cart from the same warehouse. If there is coffee you would like to purchase and not located in the same warehouse you will have to place a separate order.



Step 3: Checkout

When you are ready to place your order, you can head to check out. Upon checkout you will be prompted to select pickup or delivery:

Will Call/Pick-up Orders:

- Will Call pickups are free.
- You should receive a D.O. within one business day of placing the order.
- You will need a copy of your D.O. upon arrival of your will call pickup.
- Will call pickups are typically ready between 1-2 business days. You will receive an email from ***operations@merconspecialty.com*** when your order is ready for pickup.
- Orders should be picked up within 3 business days. Please refer to our ***FAQ*** page for warehouse hours.

Delivery Orders:

- Free shipping on orders over 800 pounds (approximately 6-7 bags).
- \$500 flat rate shipping fee for orders under 800 pounds.
- Once your order is placed on a truck and ready for delivery, you will receive tracking information from ***operations@merconspecialty.com***
- Delivery times may vary, please allow 5-8 business days.

Exchanges/Returns

- We only accept returns if there is a confirmed quality claim on the coffee. Before making any purchases, you are welcome to sample the coffee to ensure it lives up to your expectations.
- For any additional questions or concerns, please visit our ***FAQ*** page. If you need additional support, please contact us at ***support@merconspecialty.com***

Thank you for shopping with Mercon Specialty.