

UNCOMMON CACAO

TRANSPARENT TRADE

Fulfillment and Refund Policy

Fulfillment: US and Canada

- Uncommon Cacao can offer LTL and FTL quotes to customers upon request. Customers are also allowed to arrange their own freight.
- Once a carrier and rate are determined, Uncommon Cacao requests the pickup from the warehouse with the shipping instructions.
- Wednesday is the cutoff day for same-week pickup requests. Warehouse pickups are scheduled for Thursday and Friday.
- If a carrier misses a pickup, we will request next day service. If a pickup has multiple missed occurrences, we recommend changing carriers.
- Customers should expect a 3-4 week lead time between confirming their order and receiving product to their designated delivery location.

Fulfillment: International (Shipping from the US outside of US and Canada)

- Contact your Sales representative for options
- Customer is responsible to inform Uncommon with all required documentation to import to their country

Fulfillment: Local Pickup (Denver, CO)

- Only for samples or quantities under one sack.
- This option is only available by appointment and upon order confirmation. Quantities are subject to availability.
- Please contact order@uncommoncacao.com to schedule an appointment once your order is confirmed.
- Our office is located at 5730 Ward Road, Suite 207, Arvada CO, 80002

Fulfillment: Europe

- Uncommon Cacao can offer LTL and FTL quotes to customers upon request. Customers are also allowed to arrange their own freight.
- Once a rate has been determined based on customer delivery instructions, Uncommon Cacao requests the pickup from the warehouse with the shipping instructions.
- After an order is confirmed, pickup from the warehouse will take approximately 2-3 business days. Shipping to customer destination can take 3-5+ days depending on customer location.

Refund policy

In the event that your product arrives damaged or broken, please follow the [Damaged Delivery Protocol](#) and record any damages that occurred in shipping. If the product is not usable, the customer should reject the shipment. For cacao quality concerns, please contact your sales representative.

Customers are eligible for a refund or product replacement under the following conditions:

- Product is unusable due to shipping damage
- The wrong product was shipped

Return Policy

All sales are final, Uncommon Cacao does not accept returns. The only exception is if the wrong product was shipped. In this case, returns are only accepted if the bag or product is not already open

Cancelation Policy

- Once an order is confirmed, it can only be canceled until the provided pickup date.
- If the product has already been shipped, it cannot be canceled.