

Welcome to the website (the Site of Generouscoffee.com) of Generous International LLC, best known as Generous International LLC Co., Generous Coffee, Generous Threads, Generous, or Generous Adventures. (Generous International LLC, us or we). Generous International LLC provides its services and products to you subject to these Terms and Conditions of Sale (the Terms and Conditions), by which you agree to be bound. In addition, when you use any Generous International LLC service, including placing an order for our products through the Site, you will be subject to the rules, guidelines, policies, terms, and conditions applicable to such service, including, but not limited to, Generous International LLC's Privacy Policy and Terms of Use, and they are incorporated into this Agreement by this reference. Generous International LLC reserves the right to change this Site and these terms and conditions at any time, in Generous International LLC's sole discretion. These Terms and Conditions constitute the complete and exclusive agreement between you and Generous International LLC pertaining to the products identified in your order from the Site.

Your Account

When you purchase our products from the Site, you may create an account as part of the checkout process. You are responsible for maintaining the confidentiality of your password and restricting access to your password and account. Additionally, you agree to accept responsibility for all purchases and activities that occur under your account.

Acceptance of Order

Your placement of an order on the Site does not necessarily assure that we will accept your order. We reserve the right to refuse any order in our sole discretion. In addition, before accepting your order, we may require additional information if you have not provided all of the information required by us to process your order. Once a completed order is received, authorization of your form of payment is received and we have accepted your order, we will promptly place your order in line for shipment.

Pricing and Availability

All prices for products, including associated costs of shipping and tax, are shown in U.S. dollars. All prices are subject to change without notice, and you agree that taxes may be adjusted from the amount shown on the payment screens. Several factors may cause this, such as variances between processor programs and changes in tax rates. All items are subject to availability and we reserve the right to impose quantity limits on any order, to reject all or part of an order, and to discontinue products without notice, even if you have already placed your order. If for some reason an item on your order is out of stock, we will issue a full refund for such item.

Forms of Payment

Generous International LLC currently accepts Visa, MasterCard, Discover, and American Express for all orders. By submitting your order, you represent and warrant that you are authorized to use the designated credit card and authorize us to charge your order (including taxes and shipping and handling) to that card. If the card cannot be verified, is invalid or is otherwise not acceptable, your order may be suspended or canceled automatically.

Credit Card Security

The safety of your personal information is extremely important to Generous International LLC. We use a wide array of electronic and physical security measures and devices to protect your personal data and credit card information from unauthorized access.

GenerousCoffee.com does not store any Credit Card numbers or other sensitive data on our servers. Any stored cards or orders and customers utilizing GenerousCoffee.com's online ordering is stored and protected via our retail purchasing platform (Shopify)

Sales Tax

We do not collect sales or use taxes in all states. For states imposing sales or use taxes, your purchase is subject to use tax unless it is specifically exempt from taxation. Your purchase is not exempt merely because it is made over the Internet or by other remote means. Many states require purchasers to file a sales/use tax return at the end of the year reporting all of the taxable purchases that were not taxed and to pay tax on those purchases. Details of how to file these returns may be found at the websites of your respective taxing authorities.

Shipping Terms; Risk of Loss

We endeavor to ship all orders for in-stock items within three (3) business day(s). Our standard business hours are 9AM - 5PM (Eastern Time Zone) Monday - Friday. Standard shipping of products purchased on the Site is via independent carrier not affiliated with, or controlled by, Generous International LLC, and you should allow five (5) to eight (8) business days for standard delivery once an order has been shipped. For an additional fee, we offer expedited shipping if that is your preferred shipping choice but you will have to contact maddie@generousmovement.com to submit this request. All shipping charges are your responsibility unless waived by Generous International LLC. Shipping charges will be included on your receipt and can be viewed prior to finalizing your order. The shipping charge shown during the checkout process is subject to verification. Shipping charges are subject to change without notice. All orders are shipped FOB shipping point. Title to products purchased on the Site, as well as the risk of loss for such products, passes to you when Generous International LLC delivers these items to the carrier for shipment, and we are not responsible for any shipping delays or problems once the product has been shipped.

Return Policy Merchandise (Non-Coffee)

Our return policy for non-coffee items is unique. We are a small retailer, and cannot afford an extremely generous return policy. So, if you don't *like* the products we sell or the coffee that is delivered, we do not accept returns. We will work with you to ensure that your complaints are heard, understood, and considered in the best possible way, but cannot confirm a refund on products purchased. We have spent many hours coaching customers through everything that we sell. However, we cannot afford to be a "try before you buy" style of retailer. However, if we find that your item is not up to the standard Generous expects or is damaged in any way, we will 100% make sure that you get what you paid for. Please note any accepted returned item must be unworn and returned within 30 days of purchase.

If the product is not up to your standards and Generous has agreed to accept the return please send the item/items to:

GOEX + Generous
Attn: Returns
3161 Wyandotte St.
Kansas City, MO 64111

We will reply to the email with instructions on how to send the items back to us.

If you bought the wrong size of shirt, we will allow an even exchange. However, it is required that you must cover the shipping cost to send the shirt back. We then will cover the shipping cost to send you your new shirt. Please email maddie@generousmovement.com with your request on your new shirt size. We will then instruct you to send the shirt back to the address listed above, and we will ship you your new shirt.

Return Policy Coffee

We do not accept returns on coffee due to the perishable nature of coffee. If you don't *like* it, we are very sorry and would love to know why and how we can improve our products and descriptions, but we cannot accept a return from dislike. However, we would like you to be satisfied with your purchase and are quite willing to resolve problems as they arise. If you have any issues with your coffee or if there are errors in your order, please contact us at info@generousmovement.com within 5 days of receiving your order. We will do our best to ensure that you are satisfied.

For a return, please tell us your name, the order number, which items, how many you are returning, and the reason for the return. If there is a physical issue with the item, we will work to resolve it or replace the item.

We will reply to the email with a Return Merchandise Account number and instructions on how to send the items back to us.

Generous International LLC.
info@generousmovemen.com
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