Return and Exchange Policy

At Aldea Coffee, we strive to provide you with the best quality coffee products and exceptional customer service. We understand that sometimes situations may arise where you may need to return or exchange a product. Please read our full return and exchange policy carefully to understand your options.

Eligibility for Returns and Exchanges: perishable & non-perishable items

We accept returns and exchanges within 30 days from the date of purchase.

To be eligible, the product must be unused, in its original packaging, and in the same condition as when you received it.

Perishable items such as coffee beans or ground coffee cannot be returned or exchanged due to safety and hygiene reasons.

Returns and Refunds:

If you wish to return a non-perishable item, please contact our customer service team at partner@aldeacoffee.com within 30 days of receiving the product.

You may be asked to provide proof of purchase, such as an order number or receipt.

Once your return is approved, we will provide you with instructions on how to proceed with the return.

Upon receiving the returned item, we will inspect it and initiate a refund.

Refunds will be issued to the original payment method used during the purchase.

Please note that shipping charges and any applicable restocking fees may be deducted from your refund.

If you have received an incorrectly fulfilled order, Aldea Coffee will cover the shipping cost of your returns and/or replacement product.

If you are unsatisfied with your experience at one of our cafes, please reach out to us via email at partner@aldeacoffee.com, and we will work with you to resolve the issue and make things right.

Exchanges:

If you received a damaged or defective item, please contact our customer service team at partner@aldeacoffee.com. We will work with you to resolve the issue promptly and ensure a satisfactory resolution. In case of an exchange, we will replace the damaged or defective item with a new one. If the exact item is not available, we will offer you an alternative or provide a refund.

Return Shipping:

For eligible returns, you will be responsible for covering the return shipping costs. We recommend using a trackable shipping service to ensure the safe return of the product. In case of an exchange due to a damaged or defective item, we will cover the return shipping costs.

Exceptions: - Gift Cards

Gift cards are non-refundable and cannot be exchanged for cash.

Contact Us:

If you have any questions or concerns regarding our return and exchange policy, please reach out to our customer service team at partner@aldeacoffee.com.

Our team will be happy to assist you and provide further guidance.

Note: This return and exchange policy is subject to change without prior notice. Please refer to the policy available on our website for the most up-to-date information.

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