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Our Policies

Customer Service Policy

We work hard to achieve 100% Customer Satisfaction. If there is ever any concern or something you need from us, please [contact us](#) right away. We promise to respond to your E-Mail within 24 hours and help you.

Order Fulfillment Policy

You can save money on shipping by placing larger orders. [Click here](#) for our current shipping charges. Normally your order will be shipped via UPS ground transportation within 3-5 business days. During periods of high demand such as holiday times, it may take longer to fill your order - please allow at least 10 working days.

Please note that our shipping company observes the following holidays:

- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day
- New Year's Eve
- New Year's Day

Need your coffee sooner? Call us at 916-361-3719. We can usually ship priority for an additional charge.

Privacy Policy

Your privacy is very important to us. Simply put - we NEVER release your personal or sensitive information to ANYONE.

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