



hello@risecoffeebox.co.uk

### **Right To Cancel**

If you change your mind for any reason, simply email [hello@risecoffeebox.co.uk](mailto:hello@risecoffeebox.co.uk) and if your order has not been dispatched we will cancel the order and issue a full refund.

### **Deliveries & Returns**

Products ordered from us will be delivered by Royal Mail to addresses only within the UK. Proof of delivery is only obtained under some circumstances. Deliveries run on a regular schedule. Actual delivery times can vary based on your location, and circumstances affecting delivery that are out of our control including coffee supply, public holidays and force majeure scenarios. You will not hold us liable for any delays that are out of our control.

You must report missing or undelivered deliveries promptly by contacting us at <https://www.risecoffeebox.co.uk/contact>.

If you're not satisfied with the products you receive from RISE Coffee Box and wish to return any product to us please use the following steps:

- Contact us at <https://www.risecoffeebox.co.uk/contact> mentioning the email address associated with your customer account. Please include details of the product that you wish to return and your reason for returning the product. Please do this within 7 working days of receipt of the product from us.
- If we require the products to be returned to us, we will communicate this to you. Please take reasonable care of the products whilst they are in your possession prior to any return. We will inspect the products upon their arrival back to us.
- We may request further information from you regarding the product's return.
- If a fault is agreed on our part, and/or refund agreed, we will aim to refund you within 10 business days or as soon as is practicable. The refund will cover the cost of the products being returned.
- For deliveries which have subsequently been returned to us due to either:
  - Non-collection from the post office
  - Customer delivery address entered incorrectly

The delivery can be refunded or re-sent, however, a £3.20 contribution towards administration and or/re-postage may be deducted from your refund.