

COMMONLY ASKED QUESTIONS

THE INFO YOU'RE AFTER

WHAT IS SPECIALTY / SPECIALITY COFFEE?

THERE ARE TWO MAIN TYPES OF COFFEE – COMMERCIAL COFFEE AND SPECIALTY/SPECIALITY COFFEE.

WHEN COFFEE IS CALLED SPECIALTY/SPECIALITY IS MEANS THAT THE COFFEE HAS BEEN GRADED 80 POINTS OR ABOVE OUT OF A 100 POINT SCALE BY A CERTIFIED COFFEE TASTER (SCAA) OR BY A LICENSED Q GRADER (CQI).

COFFEES WHICH SCORE LESS THAN 80 FALL INTO THE COMMERCIAL GRADE OF QUALITY AS THEY CONTAIN DEFECTS.

SPECIALTY/SPECIALITY COFFEE BEANS ARE DIFFERENT BECAUSE THEY HAVE BEEN GROWN AT THE CORRECT ALTITUDE. IN OPTIMAL SOIL AND CLIMATE CONDITIONS. HAND PICKED WHEN RIPE. SORTED. PROCESSED. CAREFULLY GRADED AND SORTED. STORED AND TRANSPORTED WITH LOTS OF CARE. THEN FRESHLY ROASTED TO RELEASE THE DELICIOUS FLAVOURS THE COFFEE HAS TO OFFER AND SOURCED INTENTIONALLY TO BE ENJOYED AS FRESH AS POSSIBLE.

P.S. IT CAN ALSO BE ENJOYED WITHOUT HAVING TO ADD MILK AND SUGAR IN ORDER TO GET IT DOWN YOU OR DRINK IT WITHOUT PULLING A WEIRD FACE. YOU KNOW YOU'RE DRINKING SPECIALTY COFFEE WHEN YOU ENJOY THE COFFEE FOR ITS NATURAL FLAVOURS AND DO NOT NEED TO ADD ANYTHING ELSE TO IT. SUCH AS MILK OR SUGAR IN ORDER TO ENJOY IT.

SPECIALTY/SPECIALITY COFFEE IS DELICIOUS & CAN BE ENJOYED ON ITS OWN.

WHAT IS YOUR RETURN POLICY?

AT CHOOSE COFFEE. WE WANT YOU TO BE COMPLETELY SATISFIED WITH YOUR PURCHASE. IF YOU'RE NOT. PLEASE CONTACT US IMMEDIATELY. YOU MAY RETURN YOUR PURCHASE WITHIN 3 DAYS OF THE ORIGINAL DELIVERY DATE FOR A FULL REFUND. PLEASE NOTE THAT ALL RETURNED ITEMS MUST BE UNUSED AND IN THEIR ORIGINAL CONDITION.

DO YOU OFFER GIFT CARDS?

YES ABSOLUTELY. THEY ARE AVAILABLE FROM £20 UPWARDS. WE ALSO OFFER GIFT HAMPERS. IF YOU HAVE A BUDGET IN MIND OR ARE IN NEED OF INSPIRATION FOR THE IDEAL COFFEE LOVER'S GIFT WE ARE HERE TO HELP YOU. GIVE US A CALL. SEND US A MESSAGE OR ASK US IF YOU SEE US ABOUT - WE'RE HERE TO HELP.

WHAT ARE THE PAYMENT OPTIONS?

WHEN PLACING YOUR ORDER ON THE WEBSITE YOU CAN PAY WITH YOUR CARD ON THE WEBSITE DIRECTLY. IF ORDERING WITH US DIRECTLY VIA MESSAGE WE CAN ACCEPT CASH ON DELIVERY OR BANK TRANSFER BEFORE DELIVERY.