

RETURNS & REFUNDS

Kenyan-Coffee.com | Roast and Grind Africa Ltd | Effective 14 August 2026

1. Scope

This policy applies to purchases made through Kenyan-Coffee.com and should be read with our Terms & Conditions.

2. Coffee and Perishable Products

Because roasted coffee and other food products are perishable and quality-sensitive, we generally do not accept returns simply because a customer changes their mind after delivery. This does not affect mandatory rights under applicable law.

3. Damaged, Defective or Incorrect Orders

If an item is damaged, defective, materially different from what you ordered, or incorrectly supplied, contact us as soon as possible and preferably within 24 hours of delivery. Provide the order number, description and photographs where relevant.

4. Resolution

Depending on the circumstances, we may offer a replacement, store credit or refund. If a return is appropriate, we will provide instructions before the item is sent back.

5. Eligibility

Where a return is approved, the product should normally be unused and in original packaging, except where the problem makes that impossible. We may request reasonable evidence to assess a claim.

6. Refunds

Approved refunds will normally be processed to the original payment method where practicable. Processing times vary by payment provider or financial institution.

7. Delivery Charges

Where we supplied the wrong product or an item arrived damaged or defective, we will assess reasonable delivery costs associated with an approved resolution. Customer-error or discretionary returns may not have delivery charges refunded.

8. Cancellations

Contact us as quickly as possible before dispatch if you need to cancel. Once dispatched, cancellation may no longer be possible.

9. Consumer Rights

Nothing in this policy is intended to exclude or restrict mandatory consumer rights under Kenyan law.

10. Contact

Roast and Grind Africa Ltd Kenyan-Coffee.com Email: roastandgrindafrica@gmail.com Telephone: 0116905001

Template notice: This is a practical business policy template and not a substitute for legal advice. Before final publication, the company should have it reviewed by a Kenyan advocate for its exact circumstances, registrations, payment providers, delivery arrangements and regulatory obligations.