

SHIPPING & DELIVERY

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

1. Scope

This policy applies to orders placed through Kenyan-Coffee.com for delivery within Kenya.

2. Processing

Orders are normally prepared for dispatch after successful payment and confirmation. Our target is to dispatch standard orders within 1–2 business days, subject to availability and operating conditions.

3. Delivery Areas

We aim to deliver across Kenya through available delivery partners. Coverage, timing and charges vary by destination. Remote locations may require additional arrangements.

4. Delivery Charges

Charges depend on destination, order size, delivery method and courier rates. Where applicable, charges are shown at checkout or communicated before fulfilment.

5. Estimated Delivery

Major-town deliveries may commonly arrive within 1–3 business days after dispatch; other destinations may take longer. These are estimates, not guarantees.

6. Customer Information

Customers must provide accurate recipient names, telephone numbers and delivery instructions. Failed delivery caused by inaccurate information or recipient unavailability may require additional arrangements or charges.

7. Damaged Packages

Inspect packages promptly. If a package is visibly damaged, notify the courier where possible and contact us promptly with photographs and order details.

8. Delays

Weather, traffic, courier disruption, public holidays and other events outside our reasonable control may cause delays. We will work with the customer and delivery partner to resolve delivery issues.

9. 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.