

TERMS & CONDITIONS

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

1. About These Terms

These Terms & Conditions govern purchases through Kenyan-Coffee.com, operated by Roast and Grind Africa Ltd. By placing an order, you agree to these terms and product-specific information shown at checkout.

2. Products

We make reasonable efforts to keep descriptions, photographs, prices and availability accurate. Product appearance may vary slightly from photographs. Products remain subject to availability.

3. Prices and Payment

Prices are displayed in Kenyan Shillings unless stated otherwise. Delivery charges and applicable fees will be shown or communicated before order completion. Payment must be authorised before processing unless otherwise agreed.

4. Orders

Submitting an order is a request to purchase. We may decline an order where a product is unavailable, payment cannot be authorised, delivery information is incomplete, or an obvious listing/pricing error has occurred. If we cannot fulfil an accepted order, we will communicate with you and refund any amount paid for the unfulfilled item.

5. Coffee Products

Coffee is a quality-sensitive food product. Customers should follow storage instructions supplied with the product. We are not responsible for deterioration caused by improper storage after delivery.

6. Delivery

Delivery is governed by our Shipping & Delivery Policy. Delivery times are estimates unless expressly stated otherwise.

7. Returns

Returns and refunds are governed by our Returns & Refunds Policy. Because coffee and other food products may be perishable, some products may not be eligible for return except where defective, damaged or incorrectly supplied, subject to applicable law.

8. Promotions

Promotions may have additional terms, including validity periods, eligibility requirements and limits.

9. Intellectual Property

Website content, branding, logos, photographs, text and graphics are owned by or licensed to us unless otherwise stated and may not be commercially exploited without permission.

10. Acceptable Use

You must not use the website for unlawful activity, fraud, abuse, interference with security, or activity that harms the website, our systems or other customers.

11. Liability

To the extent permitted by law, we are not liable for indirect or consequential loss arising from website use or products. Nothing excludes liability or mandatory consumer rights that cannot lawfully be excluded.

12. Consumer Rights

Nothing in these terms is intended to remove or reduce rights consumers have under applicable Kenyan law.

13. Governing Law

These terms are governed by the laws of Kenya. Where appropriate, the parties may first seek an amicable resolution before formal proceedings.

14. 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.