

## FREQUENTLY ASKED QUESTIONS

### **Why choose Just Coffee?**

We're glad you asked! Just like you, we have a mission. Just Coffee Cooperative is a worker-owned coffee roaster dedicated to creating and expanding a model of trade based on transparency, equality, and human dignity. We strive to build long-term relationships with small-scale coffee growers to bring you a truly incredible cup of coffee. Please visit our website at: <http://justcoffee.coop/about> to read more about how you are supporting our mission.

### **Do I need to be non-profit to participate?**

We have developed the Community Fundraising program to help organizations and groups raise money to support their cause. Not sure if you qualify? Send an email to: [fund@justcoffee.coop](mailto:fund@justcoffee.coop) and introduce yourself, we'd love to meet you!

If you are interested in learning about pricing for group sales, such as an office account, please contact Customer Service at: [customerservice@justcoffee.coop](mailto:customerservice@justcoffee.coop) and we will direct you to the appropriate contact.

### **Can I customize labels?**

Our Community Fundraising program is incredibly popular, which makes us very happy! However, due to the volume of this program and limits to our production facility, we no longer produce customized labels. Our graphic design team has worked hard to design labels specifically for this program and we think you'll love them as much as we do!

### **When is payment due, and can I pay online?**

Like our other accounts, we require payment within 30 days from invoicing your order. Payment can be made online and is required in full. If you ever have questions regarding your invoice, please feel free to give us a call at 608.204.9011.

### **How do I receive my order?**

We offer shipping for our Community Fundraising accounts. This is for both local and out of state accounts. We use standard UPS shipping and we are happy to help estimate an arrival date based on your location. Shipping cost will be added to your order once it is roasted, packaged, and weighed. For safety reasons, we do not offer a pickup or delivery option at our production facility.

### **How much does the coffee cost?**

We are happy to offer discounted pricing for our Community Fundraising line. With the recommended retail price per bag, accounts will make 30%-40% profit to benefit their cause! If you would like an order form with specific pricing, please contact: [fund@justcoffee.coop](mailto:fund@justcoffee.coop) and we will email one to you.



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### **Are there minimums?**

Yes. A minimum order of 25 units is required per order. This can be coffee, hot cocoa or both!

### **Do you have chocolate, tea or other merchandise for sale?**

We do not offer chocolate, tea, or other merchandise for sale through our Community Fundraising program at this time. Be sure to let us know if there is something you're interested in, and we will certainly consider it for the future. For now, our focus is supporting the families and farmers we partner with while still providing you with the best coffee possible!

### **What is the turnaround time for ordering?**

If your order is placed by 3pm, Monday-Friday, it will be roasted the next business day and shipped the day after that. This 2-day turnaround gives you the freshest coffee and again, is roasted to order!

For example, if you place your order on Wednesday before 3pm, it will be roasted on Thursday and shipped out on Friday.

### **Are group orders packaged individually?**

You will receive your 12oz packages of coffee boxed collectively. We do not send orders individually or ship directly to your customers.

### **Can I order other Just Coffee products besides the Community Fundraising line?**

We would love for you to enjoy some of our other coffee blends as well, however, the only coffee eligible for the Community Fundraising program are: Bonfire Blend, Stompin' Grounds, Dream Big Decaf, and our Omanhene Hot Cocoa.

You can purchase other coffee through our website, or if you are interested in purchasing coffee regularly for an office account, please contact us at: [customerservice@justcoffee.coop](mailto:customerservice@justcoffee.coop).

### **What kind of coffee can I order?**

We are confident you will love the coffee selection chosen for community fundraising. Check out the full descriptions for our medium, dark and decaf blends on our product page! Also don't forget our delicious Omanhene Hot Cocoa, especially wonderful during the cold winter months!

### **My order is missing something!**

Please contact us as soon as possible if you find an error in your order entry or if you notice an item is missing from your shipment. Time is of the essence! You can email us at: [fund@justcoffee.coop](mailto:fund@justcoffee.coop) or call our production facility at 608.204.9011. Thank you!