

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 non-profit organizations and groups raise money to support their cause. Not sure if you qualify? Send an email to: 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 and we will direct you to the appropriate contact.

Is there a contract?

No, there is no contract. We do require you to sign a form stating that you read our requirements. If you decide the Community Fundraising Program isn't for you just let us know.

Can I customize labels?

We are excited to announce we are bringing back our custom label option. Think how excited your supporters would be to take home a delicious bag of coffee named after your organization with your artwork or logo on the bag. Because custom labels take time to make perfect we have an order minimum of 50 bags of coffee. If you do not meet that minimum your order will be fulfilled with our beautifully designed Stompin' Grounds or Dream Big Decaf. Email us to figure out if this option would work for you- fund@justcoffee.coop.

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?

All Community Fundraising orders will conveniently be shipped to you. 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 and we will email one to you.



