

## 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](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.

### 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 from our pre-printed fundraiser coffees. Email us to figure out if customized labels would work for you- [fund@justcoffee.coop](mailto: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 x110.

### 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](mailto:fund@justcoffee.coop) and we will email one to you.



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### **Are there minimums?**

Yes. If you will be using our snazzy pre-designed labels the minimum order of 25 units is required per order. This can be coffee, hot cocoa or both! Minimums for custom label orders are available by request. Custom Label Coffee Minimums are 50 bags of coffee.

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

We do offer Omanhene Hot Chococlade for all those non coffee drinkers. We do not offer chocolate bars, 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?**

5-10 business days. We roast to order so you receive the freshest coffee. Orders over 100 bags are subject to a longer production time. We make every effort to get your coffee to you as quickly as possible. Production time will be communicated when order is placed. If you schedule when you will be placing an order a timeline can be estimated.

### **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, Omanhene Hot Cocoa, and our Custom Artwork Blend Dark Roast and Custom Artwork Blend Decaf.

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 Fundraising Catalog! 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 x110. Thank you!

