

# Returns Policy

## **Refund:**

We are doing our best so you will enjoy your purchase.

But sometimes not everything goes as planned.

If for some reason you are unsatisfied with your purchase, and wish to return it, please feel more than welcome to do so within 8 days from purchase. We will do our best to ensure your satisfaction.

What products are eligible for return:

1. Unopened coffee bean bags.  
Unfortunately opened bean bags can not be returned.
2. Orders damaged in transit
3. Wrong orders

How do I receive a refund when returning a product?

Refund to original payment method i.e. card, PayPal account etc. (please be aware this can take up to 14 days depending on your bank.)

To return a product Please send us an email to

[contact@lenocoffee.com](mailto:contact@lenocoffee.com) and specify:

1. Your name
2. Order number
3. Which items, and the reason for the return.

We will refund your initial purchase, less the cost of shipping.

Please allow up to 5 - 8 working days from our receipt of your return for us to process your refund.

## **Cancel or Change:**

If you wish to cancel or make a change to your order, please send us an email at

[contact@lenocoffee.com](mailto:contact@lenocoffee.com) and specify:

1. Your name
2. Order number
3. Which items, and the reason for the change.

Orders with changes will be completely canceled and refunded, a new order will be placed to resolve the issue.

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