



2007 Ethical Bean Order and Shipping Policy

Placing your order

We offer three options for placing orders:

- Phone: 604 431 3830 ext '0'
- Email: orders@ethicalbean.com
- Fax: 604 431 3834

Receiving your order

We roast daily to ensure the freshest shipment. We guarantee a 2-day turnaround, as follows:

- Local orders received before noon will be **delivered** in 2 business days
- Out of town orders received before noon will be **shipped** from Ethical Bean in 2 business days

| ORDER PLACED (Before noon) | Local (Vancouver's Lower mainland) ORDER DELIVERED (delivered before 4 PM) | Out of Town ORDER SHIPPED |
|-------------------------------|--|-------------------------------------|
| Monday | Wednesday | Wednesday |
| Tuesday | Thursday | Thursday |
| Wednesday | Friday | Friday |
| Thursday | Tuesday | Tuesday |
| Friday | Wednesday | Wednesday |

Please see below for examples and approximate **shipping** times to major destinations

- Northern BC/Calgary/Edmonton – 2 business days
- Saskatoon/Winnipeg – 3 business days
- Southern Ontario incl. Toronto – 4 business days
- Montreal/Quebec City – 5 business days
- Northern Ontario/Yukon Territory/NWT – 6 business days
- Northern Quebec/Maritimes/Nfld. – 7 business days

Please note: Ethical Bean is unable to guarantee delivery to remote destinations outside regular shipping channels. Ethical Bean's office and shipping department are closed on all BC Statutory holidays. Please keep this in mind when ordering.

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Order Minimums

Lower Mainland/Fraser Valley (*West Vancouver east to Abbotsford and south to White Rock*)
Minimum order for free local delivery is **\$100**
Orders under this amount will be charged a flat fee of **\$10** for shipping

Outside Vancouver Lower Mainland

Minimum order for free delivery outside the Lower Mainland is **\$200**
Orders under \$200 will be billed the full shipping cost

Please note: Ethical Bean reserves the right to ship orders with our choice of carrier. Lower Mainland delivery is usually by Novex (our choice of local carrier based on their availability of hybrid vehicles) and beyond by Greyhound or FedEx.

Picking Up Orders at Ethical Bean

You are welcome to pick up your order in person or to arrange your own carrier (at your expense). Please make this clear when placing your order.

If you do pick up your order, be prepared to provide identification.

Please note: that our pick up area is to the rear of our building at 1315 Kootenay Street

Returns

We do not accept returns except in the case of damaged product or quality issues. If you receive damaged goods please notify our order desk immediately of the details, quoting your invoice number. Claims made after 2 business days will not be accepted.

Freight Claims

For the purposes of freight claims; damages or missing items must be noted at the time of delivery and the carrier should initial the noted damage. *Missing/damaged goods claims will not be accepted without notation of shorts or damages at time of delivery.* Hidden damage or picking errors must be reported within 2 business days.

Details Details.....

- In the event that we do not ship you an item due to an out of stock, please re-order to minimize duplicate orders - we do not back order
- Coffee is shipped in cases of 12 x 1 lb or 6 x 1lb only
- Tea is shipped in cases of 12 only
- We will grind your whole bean coffee order (please specify which grind setting/how you'll brew). *A 5% charge is applied to ground coffee*

We value your feedback on our product and our company at
info@ethicalbean.com

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