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## Our Policies

### Customer Service Policy

We work hard to achieve 100% Customer Satisfaction. If there is ever any concern or something you need from us, please [contact us](#) right away. We promise to respond to your E-Mail within 24 hours and help you.

### Order Fulfillment Policy

You can save money on shipping by placing larger orders. [Click here](#) for our current shipping charges. Normally your order will be shipped via UPS ground transportation within 3-5 business days. During periods of high demand such as holiday times, it may take longer to fill your order - please allow at least 10 working days.

Please note that our shipping company observes the following holidays:

Thanksgiving Day

Day after Thanksgiving

Christmas Day

New Year's Eve

New Year's Day

Need your coffee sooner? Call us at 916-361-3719. We can usually ship priority for an additional charge.

### Privacy Policy

Your privacy is very important to us. Simply put - we NEVER release your personal or sensitive information to ANYONE.