

Trabocca Claim & Return policy

Dear roaster,

When opening and reading this claim and return policy, we reckon you are not satisfied with your coffee delivery. We regret this very much because we want to make every coffee roaster happy with great coffee, a smooth delivery, and outstanding service. But unfortunately, problems occur. And often, they are beyond our control. Our claim and return policy will provide you with guidelines on how we can help you with your issue.

1. When a delivery arrives, always carefully check the number of pallets, the number of bags, the bag markings, and the condition before you sign off any document from the truck driver. Please make sure you get a copy of that document.

2. Pictures help us to judge the situation or issue. Make clear pictures of the container and seal, damaged packaging (this tells us a lot of what happened during transit), the product itself, and the bag marks.

3. In case of any claim, please make sure to notify your trader within 48-hours after delivery.

When making your claim please submit the following information:

- o Your contact details, including a phone number
- o Description of the issue
- o The batch number and logistic reference of the coffee
- o The delivery date of the coffee batch
- o Location of storage

And please answer these questions:

- o How much coffee, in quantity, is involved?
- o How much coffee is still stored in the original packaging?
- o Is the coffee already used in production?
- o Has the product already been presented and served to consumers?
- o Do you think the claim is related to a food safety issue?*

*Please make sure that the batch is not presented to consumers and is blocked for any further transactions. Also, please contact our Quality team immediately and with high urgency. Either through email quality@trabocca.com or by phone using +31 20 407 4499 (ask for the Quality Department).

4. We will register your claim and investigate the issue to determine if we acknowledge responsibility. We might ask you for additional information or even ask you to send us sample material. We will let you know how we intend to close the claim.

5. Depending on the nature of the claim, we might consider taking back the coffee. Please note we only accept unopened packages. We do this because 1) opened bags are a risk for contamination, 2) these bags cannot be closed properly anymore, 3) the net weight of spilled or damaged products is always different, 4) these coffees are difficult to store, document, and sell. If the situation allows it, we will compensate you for the opened packages alternatively. We may ask you to destroy the product and ask for proof of destruction.