



BOILED OWL COFFEE ROASTING CO.



TERMS AND CONDITIONS

The use of this application and/or site or any other site owned or maintained by Boiled Owl Coffee Company, a corporation organized and existing under the laws of Chicago (“Boiled Owl Coffee”), is governed by the policies, terms, and conditions set forth below. Please read them carefully. Your use of this site signifies your acceptance of the terms and conditions set forth below. Your order placed on this site signifies your acceptance of the terms and conditions set forth below.

PRIVACY & SECURITY DISCLOSURE

Boiled Owl Coffee’s privacy policy may be viewed at www.boiledowlcoffee.com. Boiled Owl Coffee reserves the right to modify its privacy policy in its reasonable discretion from time to time.

PAYMENT METHODS

We accept U.S. issued credit and debit cards:

Visa

MasterCard

When placing an order online, you will need:

The address the card’s statement is sent to (billing address).

The card number and expiration date.

The 3 or 4 digit code found only on the card (CVV2 code).

Credit card orders can be placed online over our TLS 1.3 encrypted connection. The same credit card may be used only three (3) times in one processing day.

You are entering into a legally binding agreement with Boiled Owl Coffee Company, located in Flossmoor, Chicago, Illinois.

The official website for Boiled Owl Coffee and its affiliates is
www.boiledowlcoffee.com.

Boiled Owl has the registered address of:
Flossmoor, Chicago, Illinois
www.boiledowlcoffee.com



SHIPPING POLICY

All orders are processed within 5-8 business days. Orders are not shipped or delivered on weekends or holidays. If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in the shipment of your order, we will contact you via email or telephone.

SHIPPING RATES & DELIVERY ESTIMATES

Shipping charges for your order will be calculated and displayed at checkout. Delivery delays can occasionally occur.

DAMAGES

Boiled Owl Coffee is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim. Please save all packaging materials and damaged goods before filing a claim.

CUSTOMER REFUND POLICY

If within thirty (30) days from the date of delivery of purchased Boiled Owl Coffee product a Customer is not satisfied with the product for any reason, the Customer may contact boiledowlcoffee@gmail.com to return the unused portion of the product for a full refund of the product purchase amount, minus shipping and handling charges incurred. Date of delivery is determined by the tracking number associated with the order.

After thirty (30) days and up to ninety (90) days postdate of delivery of purchased Boiled Owl Coffee, you must contact boiledowlcoffee@gmail.com to return the remaining resalable portion of the product for a full refund minus a 30% percent processing fee of the original price for all returned product.

Any shipping and handling charges incurred when shipping and/or returning the product will not be refunded. Additionally, anytime an order is refunded, all commissions paid on returned product will be deducted.



Because Boiled Owl Coffee cannot guarantee the quality of Boiled Owl Coffee products that are sold to Customers by nonAffiliates, Boiled Owl Coffee Refund Policy is not available for products that Customers purchase from anyone other than an Affiliate or Boiled Owl Coffee directly or that are purchased in any unauthorized channel.

All purchases are charged and refunded in U.S. Dollars. All returns, refunds, and exchanges will also be refunded or exchanged in U.S. Dollars. Boiled Owl Coffee is not responsible for fluctuating exchange rates. Refunds and exchanges will be made to the credit card with which the product was purchased.

