

Returns & Refund Policy

You have the right to return your online order within 14 days after receiving the order. Please make sure the product hasn't been used and is in original condition.

Contact us first to get further details depending on where you are based. Shipping costs for returns are different on country to country basis. Contact us here:
info@johnscoffee.fi

- Within Finland the return is free
- For the rest of EU countries the return costs 8,90€ but we will arrange the shipping for you. We charge the shipping from the refund.
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For the rest of the world please contact us if you wish to return or exchange products.

Please note, due to hygienic reasons we do not accept returns of food products in accordance to the law. These products include coffee and tea.

Refund

After we receive your returned item, we will inspect and inform you. We then start the refund process. It takes couple of days for your refund to show up in your account or credit card. It depends on your bank's policies. This is when we charge the return costs from your refund amount.