



Social
Impact
Coffee

LONDON COFFEE FACTORY

Our Product Guarantee

Scope

This guarantee has been developed for London Coffee Factory, which operates under NOJE Limited. It also extends to affiliated entities, including Social Impact Coffee (SIC) and the trade name Hej Coffee, as well as any future entities established under NOJE Limited.

Our Guarantee

At London Coffee Factory, we want our customers to feel confident in every order. We know things can occasionally go wrong, and when they do, our focus is on sorting the problem quickly and fairly.

Because the reasons a product might not meet expectations can vary, we handle each case individually. What you can rely on is that we'll take the issue seriously and find a solution that works for you.

Coffee (including White Labelling Services)

If your coffee arrives damaged, incorrect, or not up to the agreed standard (e.g. roast profile, freshness, or packaging), we will:

- Replace or swap the product (often the next working day for London deliveries).
- Arrange collection of affected stock at no charge.
- Offer a discount or credit toward your next order if that's more useful.

Our white labelling services are covered under the same guarantee.

If there is ever a food safety issue, please see our [Recall Policy](#) for full details of how we manage these cases.

Coffee Equipment

Coffee machines and grinders: If there is a fault, we will send a mechanic out to fix the problem.

- If you are in a service contract with us, this is provided free of charge (only parts/consumables are billed if required).
- If you are not in a contract, you will need to cover the service costs.

Other coffee equipment (such as accessories): We will do our best to resolve any damages or faults fairly and quickly.

How to get help

If you need support, you can:

- Contact our sales team directly: office@londoncoffeefactory.co.uk or call us at 020 3579 4663
- Or raise the issue through the ordering portal you normally use (Foodbuy or Saffron Portal).

When submitting a complaint, please include:

- Account number
- Date of reported complaint
- Delivery date
- Best before date
- Description of product
- A photo of the product (even if the item is being returned)

Complaints and Dispute Resolution

We are committed to resolving issues promptly and fairly. If a problem cannot be resolved immediately, we will outline next steps and timelines in writing.

Updates to this Guarantee

We may update or modify this policy at any time. Changes take effect immediately upon posting on our website. Please review periodically to stay informed.

Contact Information

London Coffee Factory
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020 3579 4662
orders@hejcoffee.co.uk
www.londoncoffeefactory.co.uk