



Return Policy

We hope you are happy with the home roasting supplies and green coffee you purchase from Sweet Maria's. We offer monetary refunds on unused items returned in their original box. For used items we do not offer monetary refunds, but will offer you credit toward future purchases.

Merchandise

Please be aware that much of the equipment we sell is ONLY intended for home coffee roasting. By using it for a purpose other than intended, you likely void the manufacturer's warranty. If equipment you purchase from Sweet Maria's fails within the first 30 days please contact us so we can send a replacement. After 30 days, it is best to go through the manufacturer for replacement or repair.

We cannot offer "satisfaction guarantee" on items. We ask you to read descriptions and purchase in good faith, meaning that you are not purchasing with the intention of returning: this is devastating to any small business! Please email us with any comments, questions and complaints ...hopefully we can work something out...

Green Coffee

If you find that a coffee you selected is not matching the review, let us know as we can help figure out what the cause may be, the roasting, the brewing or what. Different people do taste things differently - so if something seems wrong - we will verify that you received the correct coffee and that there was no mistake in packaging the coffee. Tom does stand by his reviews - though that does not mean you will taste the same things as Tom does.

Return Shipping Costs

Customer is responsible for return shipping costs unless we have made an error in shipping the wrong item or wrong quantity. Shipping costs on defective items with the first 30 days will also be the responsibility of Sweet Maria's, including return shipping on the defective item. If you change your mind and want a refund or exchange on an item, you will pay the return shipping.

Please send all returns to:

Sweet Maria's Coffee Inc
Attn: Returns
1115 21st Street
Oakland CA 94607



Return Form

**** I already contacted Sweet Maria's about this return (circle one)

1. Online Order

by email / by phone

email address/phone # _____

Name _____

2. Reason for Return:

Defective (please explain) _____

Arrived Damaged (please explain) _____

Do not want (refund)(see return policy)

Do not want (exchange)

3. Items Returned

Item/SKU#	Qty	Description	Price
Total of Returned Items			\$

4. Was this order a gift? Yes / no

5. Please Exchange for:

Item/SKU#	Qty	Description	Price
Total of Exchanged Items			\$

6. Payment/Credit:

Should we use the credit card used on the order? Yes / no

If not, indicate what card to use:

cc# _____ exp date ____/____

cvv # _____

7. Ship to address:

Should we use the ship to address used on the order? Yes / No

If not, indicate shipping address below:

Name

Address