

Returns and Cancellations

Cancellation Policy

Cancellations on coffee orders will be considered if the request is made within 24 hours of placing an order or before the order is roasted, whichever comes first.

Returns and Refund Policy

We are proud of the coffee we sell and hope that you like it as much as we do. However, if you are unsatisfied with any coffee purchase you have made from our website, simply contact us within 5-7 days of shipment on hello@kogodcoffee.com for a replacement. Please make sure to include:

1. Your name
2. Date of purchase
3. The items you would like refunded
4. The reason for the return (optional, but we've love to use your feedback to improve our products)

Please note:

- All coffee packets should be returned back to us, in case of replacement.
- Refunds are initiated within 3 days of notification. The amount of time it takes before the money is credited back to the customer's account depending on the clearing cycle of the customer's bank

Delayed Delivery Cancellation & Replacement Policy

We use third-party courier partners and most orders across India are delivered within 4-7 working days, provided there are no unexpected delays. If the order does not reach you within 10 days (post-dispatch), we will send you a replacement for the same. Please understand that as we have limited control over the package once it is shipped, we're unable to cancel or refund the order before the mentioned timeline.

Note: This does not apply to failed / delayed deliveries with exceptions raised due to issues at the receiver's end (for example: incorrect address, no response on the contact number, etc.).