

Shipping policy

We ship on Tuesday and Friday. All orders are processed within 24 to 36 hours (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped.

DOMESTIC SHIPPING RATES & ESTIMATES

For calculated shipping rates: Shipping charges for your order will be calculated and displayed at checkout.

INTERNATIONAL SHIPPING

- We offer worldwide shipping.
- Shipping charges for your order will be calculated and displayed at checkout.
- Your order may be subject to import duties and taxes (including VAT), which are incurred once a shipment reaches your destination country. bosacolombiangoods.com is not responsible for these charges if they are applied and are your responsibility as the customer.

HOW DO I CHECK THE STATUS OF MY ORDER?

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow up to 48 hours for the tracking information to become available.

If you haven't received your order within 3 days of receiving your shipping confirmation email, please contact us at info@bosacolombiangoods.com with your name and order number, and we will look into it for you.

SHIPPING TO P.O. BOXES

Some of the carriers we use have limitations around shipping to P.O. Boxes.

AMENDING OR CANCELLING ORDERS

As we try to dispatch orders within 36 hours, please call or email us as soon as possible if you need to make a change or cancel.

REFUNDS + RETURNS

If we have sent you the wrong product or it has been wrongly described or if it arrived in poor condition, please contact us at info@bosacolombiangoods.com within 5 business days from delivery with your order number and a photo of the item's conditions and we will resolve the matter. We will refund the full order amount. Return shipping costs are not covered by Bosa Colombian goods.

GRIND LABEL

Depending on the grind you select, the product bag will have a sticker with the letter of your selection. F for Fine, M for Medium, C for Coarse, and W for whole bean.

CURRENCY

All prices on this website are in American Dollars.

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