

Terms & Conditions Mavin Coffee Co. | Kampala, Uganda Last updated: July 2025

1. General Mavin Coffee Co. operates as a registered coffee exporter based in Uganda. By placing an order, requesting samples, or engaging in business with us, you agree to the terms and conditions outlined below.
2. Product Quality & Availability
 - All coffee products are subject to seasonal availability.
 - Coffee is roasted and packed in accordance with specialty standards.
 - Microlot and limited-batch coffees are available on a pre-order basis only.
3. Pricing
 - Prices are provided in USD and subject to change without notice based on market conditions.
 - Pricing does not include shipping, taxes, or customs unless otherwise agreed in writing.
4. Minimum Order Quantities (MOQ)
 - Standard MOQs apply depending on the coffee type and packaging size.
 - Orders below MOQ may be subject to additional handling or sampling fees.
5. Payment Terms
 - Accepted methods: Telegraphic Transfer (TT), Letter of Credit (LC), or agreed advance payment.
 - Payment terms must be agreed upon prior to order confirmation.
 - Orders will only be processed upon receipt of agreed deposit or full payment.
6. Shipping & Delivery
 - Orders are shipped FOB Mombasa (or other agreed ports).
 - Estimated delivery timelines are 7–21 business days after payment confirmation.
 - Mavin Coffee is not liable for delays caused by shipping companies or customs clearance.
7. Returns & Claims
 - Due to the perishable nature of coffee, returns are not accepted unless due to damage or quality issues reported within 5 business days of receipt.
 - All claims must include photos and documentation of damage or defect.

8. Intellectual Property All content including logos, branding, and product descriptions remain the property of Mavin Coffee Co. and may not be reproduced without permission.
9. Governing Law These terms are governed by the laws of the Republic of Uganda. Disputes shall be resolved through arbitration or mediation, where applicable.

For inquiries or full export agreements, contact us at:

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www.mavincoffee.com