



We only deliver to the UK.

If you would like to order and receive our goods from outside the UK please email:  
[info@freedomcaffe.com](mailto:info@freedomcaffe.com)

We endeavor to have all orders delivered to you within 2 to 5 working days.

During busy periods such as Christmas these timings are subject to the delivery service and may vary.

If clients want to return goods please state the reason (arrived damaged or broken), we will issue a refund if any damages. Please take a picture of the content of the box and contact us immediately at [info@freedomcaffe.com](mailto:info@freedomcaffe.com).

No refund will be issued without any proof of damage, nor if you contact us later than 48 hours from receiving the goods.

If you are trying to estimate when a package will arrive please note that credit card authorisation must be received prior to processing and this only occurs overnight.

If you have not received your order within the days specified, please contact us.

We require a signature for any goods delivered, at which point responsibility for your purchased goods passes to you. If you have specified a recipient who is not you, for delivery purposes then you accept that evidence of a signature by them (or at that delivery address) is evidence of delivery and fulfilment by the recipient and transfer of responsibility in the same way.

You can track parcels sending an email to [info@freedomcaffe.com](mailto:info@freedomcaffe.com)

If for any reasons, you are not happy with the look of the products, we will issue a full refund as soon as the products are returned back to us unopened and in perfect conditions. Note that we will only pay the cost of the return in case of faulty, damaged or broken goods. You must return the goods within 14 days from the day you receive them. Please take extra care in sending them back to us as we will not refund you if the products in your return arrive open, broken or damaged.

Please send any returns to:

**Freedom Caffe Ltd**  
188 Mitcham Rd  
Tooting  
London SW17 9NJ