TERMS & CONDITIONS

General Conditions

General conditions from the European Standard Contract for Coffee apply (ESCC, 2018 edition). The parties agree that the Dutch courts in Amsterdam shall have exclusive jurisdiction to settle any dispute arising out of or regarding this contract.

Contract conditions

Sales contracts - SPOT Contracts

The buyer has the option to call off any quantity at the contracted price at any time. The ordered quantity must be ordered before the 'order before' date stated in the contract.

Sales Contracts - Forward Contracts

An arrival notice will be sent upon arrival. All products contracted based on forward conditions will be invoiced upon arrival and shipped within 1 month of the invoice date, unless you have specified a due date on your contract, which supersedes the arrival date + 1 month. In that case, the due date per contract line and your normal payment conditions have preference.

Additional Contract Conditions – Late fees

If the buyer does not call off all quantities on the contract, the buyer is required to extend the contract by paying a cost of 2% of the item value per month, with a maximum extension period of 4 months. Upon expiration of the 'order before' date, any outstanding volumes specified in this contract will be invoiced.

Additional Contract Conditions – Contract cancellation

The Coffee Quest (TCQ) reserves the right to terminate this contract if the product is not available from the original seller. TCQ assures the buyer of product quality and retains the right to terminate the contract if the quality of the received Pre-shipment Sample (PSS) and/or Arrival Sample does not meet the initially offered standards.
Once the contract is signed by the buyer, they cannot cancel.

Delivery Conditions

Incoterms

All purchases are on the basis of FCA (Free Carrier) warehouse of origin, which is usually Nico Koot BV. We offer a service where it is possible to book a shipment of your choosing at Nico Koot. The buyer will be responsible for the shipping and needs to contact Nico Koot with any questions or concerns.

Order picking lead time.
After placing an order with us, the buyer will receive an order confirmation. The warehouse will prepare your order within 2 working days.

Shipping lead time
The lead time to deliver depends on when you place the order. Our goal is to ship as follows:

The Netherlands:
Orders will be processed within 2 working days, and delivered within 3 working days

Outside of The Netherlands:
Orders will be processed within 2 working days, and picked up on Monday, Wednesday and Friday.

Payment conditions

Due-date
The due date on your invoice is based on the credit days you have agreed with The Coffee Quest. Our standard is 0 days, "payment before delivery."

Credit restriction
If the invoice is paid within the credit term, no extra charges apply. For every extra late month, The Coffee Quest charges 3% of the total invoice value in late fees, which will be invoiced directly after the due date. We will invoice a maximum total of 3*3% in late fees before we move to collection.

Collection
In total, we will send 3 reminders at the beginning of each month. At the end of the 4th month, we will bring the invoice to collection. The buyer will be liable for any costs related to collection by an external company.

Complaints or claims

Quality
When a complaint arises regarding the coffee, we conduct a quality control check. To facilitate this, we ask the customer to send 100 grams of green coffee and 100 grams of roasted coffee.

Our lab analyzes this visually and in terms of taste and aroma. Based on this analysis, a conclusion will be drawn, and an appropriate solution will be offered.

Shipping
Any concerns, complaints, or claims go through Nico Koot. They can be contacted at info@nicokoot.nl. The Coffee Quest cannot be held responsible for any shipping issues.

Order conditions

Orders
All orders will be processed Monday to Friday. Orders can be sent to: we@thecoffeequest.com

Service
Any inquiries or questions can be sent to: we@thecoffeequest.com
Our team is available from Monday to Friday.