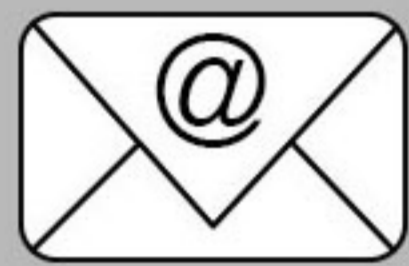


ORDERS & CUSTOMER SERVICE



MAKE YOUR ORDER HERE:

customer.service@doppiocoffee.co.uk



OR ALTERNATIVELY CONTACT US HERE:

02088 405153, 07403 532369

Text-only: 07520 633695

DELIVERY SERVICES		Orders: BELOW £130	Orders: OVER £130
Next Working Day	Delivered in between 8AM - 6PM. Please, place your order before 12PM.	£7	FREE
Next Working Day	Delivered by 12PM. Please, place your order before 12PM.	£10	£3
Same Day	Within London circular road, Monday - Saturday. Some orders will be delivered by taxi to your door.	£15	£15
Same Day	Outside London circular road, Monday - Saturday. Some orders will be delivered by taxi to your door.	£35	£35

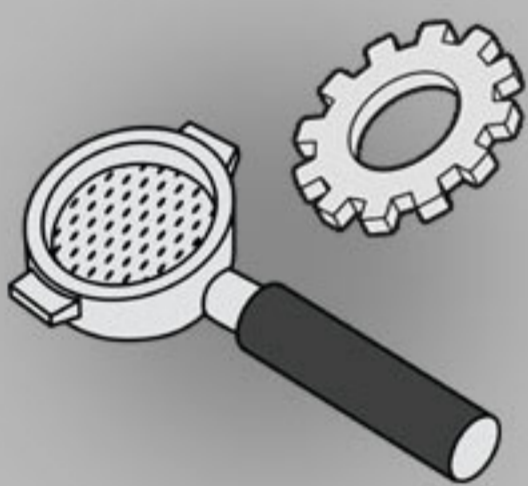
All prices above do not include VAT.

CUSTOMER RULES

Depending on your monthly average consumption of coffee you will have different services for free. Check the following table to find out:

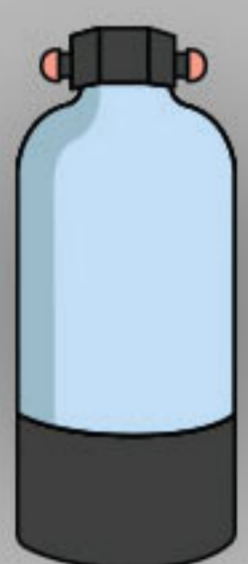
FREE SERVICES	Consumption/ month: FROM 6-12 KG*	Consumption/ month: OVER 12 KG*
Barista training (max 2 sessions / month)	✓	✓
Engineer labor	✓	✓
Workshops callouts	50% OFF	✓
Customer service agent visit	On request (max 1 visit / month)	On request (max 2 visits / month)

* Decaf & Ground coffee Included



SPARE PARTS

Our customer will be invoiced for spare parts when they are outside any warranty period.



WATER SOFTENER

Our customer will be invoiced for water softener replacement once a year in order to maintain the services above.



SERVICE

In case of equipment NOT PURCHASED at Doppio Coffee, the first full coffee machine service will be charged unless stipulated otherwise.



PAYMENTS

We DO NOT ACCEPT CASH or cheques. We only accept Bank Transfers (BACS), Card payments and GoCardless.