

Is the shopping site secure?

Your information is kept secure with 128 bit encryption throughout the ordering process. It stays encrypted for future purchases, it is a priority on our site and in our store to protect your personal information.

Do you ship to military addresses?

After choosing "United States" for the country, the appropriate code (AA, AP, AE) can be selected as a state. Please use APO or FPO for the city part of the form. In the case that this doesn't go through please contact us at orders@beanetics.com. After the order is confirmed if the shipping is more than quoted on the order form it will be confirmed before shipping. We are working on making this as easy as possible.

What payment methods are accepted?

We accept Mastercard and Visa credit and debit cards. We can also process our gift cards from the store for online purchases--just email your order to orders@beanetics.com and the number on the back of your gift card. Your total will be updated with added shipping and tax for you to confirm before purchase.

Can I get a standing order?

If you are interested in having a weekly or monthly standing order enter this information into the "comments" section at the end of the order or email us at roaster@beanetics.com.

Do you offer wholesale pricing, green beans, custom roasting, or large orders?

Please contact us at roaster@beanetics.com for more information.

Can I further customize a gift basket?

Yes. Please contact us by email or phone, or stop by the store for information and quotes. We have additional merchandise, bags, custom bag labels, ribbons and other accessories.

Do you offer coffee for events?

We have travel coffee boxes, thermal carafes, and insulated beverage dispensers in many sizes available for your event. We also have coffee makers to provide a solution for your needs.

Specific coffee questions?

Each coffee product page has a link to a question and comment form if you need any more information on a coffee. We would like you to be satisfied by your purchase and can have a roaster answer your questions.