Brightloop Coffee Co. - Customer FAQ

Brightloop Coffee Co. is a fictional coffee subscription used in the HostWebhook Help Center examples. None of these policies are real.

What is Brightloop Coffee Co.?

Brightloop Coffee Co. roasts specialty coffee in small batches and ships it to your door on a subscription. Every bag is roasted within 48 hours before it ships.

Which subscription plans do you offer?

We offer three plans. Starter: one 250 g bag every month for $16. Classic: two 250 g bags every month for $29. Office: one 1 kg bag every two weeks for $54. Shipping is included in every plan.

Can I choose whole beans or ground coffee?

Yes. Every plan can be whole beans or ground. Ground coffee comes in three grind sizes: espresso, filter and French press. You can change the grind at any time from your account page.

Where do you ship?

We ship to the United States and Canada. Orders to the United States arrive in 2 to 4 business days. Orders to Canada arrive in 4 to 7 business days.

When will my order ship?

Subscriptions are roasted on Monday and ship on Tuesday. One-time orders placed before 12:00 noon Eastern Time ship the next business day.

How do I pause or skip a delivery?

Open your account page, choose Manage subscription, then Skip next delivery or Pause. You can pause for up to 3 months. Changes must be made at least 2 days before your next roast day.

How do I cancel my subscription?

Open your account page, choose Manage subscription, then Cancel subscription. There is no cancellation fee. If you cancel after your coffee has been roasted, that last delivery still ships and is charged.

What is your refund policy?

If a bag arrives damaged or you don't enjoy a coffee, write to us within 30 days of delivery and we will send a replacement or refund the bag. Opened bags are covered too.

Do you offer decaf?

Yes. Our Swiss Water decaf is available on every plan. Choose it from Manage subscription, under Coffee preferences.

Which payment methods do you accept?

We accept Visa, Mastercard, American Express and PayPal. You are charged on your roast day, not on the day you sign up.

How can I contact a person?

Email hello@brightloop.example or use the chat on our website from Monday to Friday, 9:00 to 17:00 Eastern Time. We reply to emails within one business day.