

MONMOUTH

COFFEE COMPANY

THE MONMOUTH REUSABLE CUP

Thanks for choosing to participate in our reusable cup scheme! We are really excited about this project and while it is still new we are sure there will be some wrinkles to iron out, so thank you in advance for your patience!

You'll find lots of answers to many more questions on our website. The really important things to note are:

- By reusable cup we mean cup + lid + band + stopper.
- To use one of our cups you will need to pay a deposit of £5.
- You need to return the cup (+ lid + band + stopper) to get your deposit back. We can't return a deposit for a lost cup.
- If you want your next coffee in one of our reusable cups, bring it with you when you next visit one of our shops. Return your cup (+ lid + band + stopper) when you place your order and we will make your order in a clean cup. If you ever want out of the scheme return the cup for a refund of your deposit (as above).
- You won't get to use the same cup each time. We will make your next drink into a clean cup when you return your cup.
- If you return the cup (+ lid + band + stopper) you will receive your £5 back on proviso they are all in usable condition. For a successful refund of your deposit you will need to use the same card you used to pay the deposit. The card processing company requires this otherwise they will put a hold on the refund.
- For UK based cards refunds are usually issued within 7 working days, but can take up to 14 working days to show on your account.

- You can use your Monmouth reusable cup wherever you like, if you go somewhere else for a coffee then go ahead and use your cup.
- There is no discount for using reusable cups.
- The cups are made by ecoffeecup.com
- The cups can go through the dishwasher (top shelf recommended).
- The cups can be used in the microwave - please note they shouldn't be heated for more than 40 seconds at 800W power. Leave the band on, remove the lid and stopper.
- The cups are made from wood fibre, starch and resin. More information on the Ecoffee cup website.
- The lids, band and stopper are made from silicone. More information on the Ecoffee cup website.
- The cups are only available in our shops.

That's it! There is more information on our website monmouthcoffee.co.uk/reusable and if you need any further information please email us!

See you with your reusable,

Monmouth x