

1.1 Terms of sale and delivery for ingredients (coffee, tea, accessory products etc.)

Version 2026.1

1. Application

The following terms (hereinafter referred to as the “Ingredient Terms”) apply to all deliveries of ingredients such as coffee, tea, and accessory products such as cups, teaspoons, chocolate, etc. (hereinafter collectively referred to as “Ingredients”) from JDE Professional to the Customer. These terms apply unless JDE Professional has accepted otherwise in writing.

If the Customer specifies special contractual terms in orders or similar, this shall not be considered a valid amendment to the Ingredient Terms for the cooperation, unless JDE Professional has accepted this in writing in the applicable Ingredient Terms and with an explicit statement that the specific contractual term shall apply.

2. Order placement

Ingredients can be ordered by the customer in one of the following ways:

- Online through our webshop. The advantage of the webshop is, that you can shop 24/7. Through the webshop we offer attractive campaigns and benefits.
- Via e-mail to salg-dk@JDEcoffee.com
- Contact our customer centre on phone +45 79 31 38 38:
- Opening hours: Monday-Thursday 09.00 - 14.00
 Friday 9.00 – 14.00

JDE Professional charges a shipping fee of DKK 300.00 on orders under DKK 1,500 received via telephone, email, or through our sales channels.

Regardless of order size, an administrative fee of DKK 300.00 will be added to orders received by phone, e-mail, or through our sales representatives.

Orders placed via the webshop are free of charge if the order exceeds DKK 1,500; otherwise, a shipping fee of DKK 300 will be invoiced.

3. Delivery of products

Ingredients are delivered 2 (two) business days after order placement to the designated location between 8:00 AM and 4:00 PM. However, frozen goods are not delivered on Mondays or the day following a public holiday.

For larger orders (in terms of volume and/or weight), delivery will be made on EUR pallets. Delivery on pallets is carried out using a pallet jack and will be delivered to a loading dock or shop entrance. Return pallets must be handed over to the carrier upon delivery. No goods can be sold in broken packages – only full cartons.

Delivery is made via a distributor, and the Ingredients are considered correctly delivered to the Customer according to a separate agreement. Prior to confirmed delivery, it is the Customer's responsibility to ensure that the ingredients and number of cartons are correct according to the order.

Any defects or deficiencies in the ingredients must be reported to JDE Professional within 24 (twenty-four) hours from the time the Customer has received delivery, referencing the invoice number and delivery date.

This should be done by emailing alg-dk@jdecoffee.com. Reports of defects or deficiencies received after the stated timeframe will not be accepted.

JDE Professional's vision is to be a responsible food operator in the Business-to-Business market. To reduce environmental impact (including CO₂ emissions), JDE Professional encourages consolidating orders as much as possible.

For special requests or delivery deadlines from the Customer, JDE Professional reserves the right to charge a small additional fee for delivery. Please contact JDE Professional regarding this.

Delivery to non-bridge-connected islands is settled separately as freight collect. Please contact JDE Professional regarding this.

4. Return

If the Customer refuses to accept a correct order, the Customer will be charged an administration fee of DKK 500.00 excluding VAT for smaller quantities. For larger quantities, the administration fee will be calculated at a daily rate.

If the Customer is unavailable (i.e. closed) at the time of delivery on weekdays between 8:00 AM and 4:00 PM, our carrier will return the goods. The Customer will be charged an administration fee of DKK 500.00 excluding VAT for this.

5. Prices and price regulations

Coffee products:

As one of the world's most traded commodities, coffee is exposed to several factors that can cause prices to fluctuate significantly. The main factors are:

- Supply/Demand
- Currency (USD)
- Climate (frost)
- Speculation
- Pandemic

JDE Professional monitors these developments daily, and ongoing price adjustments are based on these fluctuations in the raw coffee market.

JDE Professional reserves the right to adjust coffee prices without prior notice, unless a signed contract specifies a notice requirement.

Other ingredients and products:

JDE Professional reserves the right to adjust prices on tea and other products in the event of extraordinary price increases from JDE subcontractors, without prior notice.

In cases of government intervention or other force majeure-like situations, deviations from the above may occur.

6. Change in terms of sale and delivery for ingredients

JDE Professional reserves the right to amend the Sales and Delivery Terms for Ingredients whenever deemed necessary.