

INYAMATANE PREMIUM BLENDS

Company Policies

Quality Assurance Policy

At Inyamatane Premium Blends, we are committed to maintaining the highest standards of product quality. All ingredients are carefully sourced from approved and reputable suppliers. Every batch is blended with precision to ensure consistency in taste and texture. Products are tested for freshness, flavor, and compliance with food safety standards before distribution. We continuously review and improve our processes to maintain excellence and customer satisfaction. Commitment: “ To blend only the best — crafted with love, served with honor. ”

Customer Service Policy

Our customers are at the heart of everything we do. We promise to respond to all customer inquiries within 48 hours. Feedback, whether positive or constructive, is valued and used to improve our products and service. All customer complaints are handled with respect, confidentiality, and urgency. Our goal is to ensure that every interaction with Inyamatane Premium Blends reflects warmth, professionalism, and care. Commitment: “ To serve every customer with dignity, honesty, and gratitude. ”

Ethical Sourcing & Sustainability Policy

We prioritize working with suppliers who uphold ethical labor and environmental standards. Packaging materials are selected with sustainability in mind, favoring biodegradable or recyclable options. Our goal is to minimize waste throughout the production and distribution process. We support local producers wherever possible to contribute to community growth. Commitment: “ To create a brand that ’ s as kind to people as it is to the planet. ”

Health & Safety Policy

All team members are trained to maintain hygienic handling and storage of ingredients. Workspaces and equipment are regularly sanitized to comply with food safety standards. Employees are required to follow health and safety procedures at all times to prevent accidents and contamination. We adhere to all national food and beverage safety regulations. Commitment: “ To ensure that every blend we craft is safe, pure, and prepared responsibly. ”

Employee Conduct Policy

Employees are expected to represent Inyamatane Premium Blends with integrity, professionalism, and respect. Discrimination, harassment, or unethical behavior will not be tolerated. All staff must protect company property, information, and reputation. Teamwork, honesty, and accountability are the foundation of our workplace culture. Commitment: “ To uphold values of respect, honesty, and excellence in all we do. ”

Privacy & Data Protection Policy

All customer and partner information collected through our website or sales platforms will be kept strictly confidential. Data will only be used for legitimate business purposes such as order processing, communication, and marketing (with consent). We comply with applicable data protection and privacy laws. Commitment: “ To protect the trust and privacy of everyone we serve. ”

Returns & Refund Policy

Customers may request a return or refund within 7 days of receiving their order if: - The product is damaged or defective, or - The wrong product was delivered. Proof of purchase and a photo of the issue are required for processing. Refunds are processed within 5–7 business days after approval. Opened or used products cannot be returned unless defective. Commitment: “ To ensure fairness, transparency, and satisfaction with every purchase. ”

Partnership & Distribution Policy

Partners (cafés, hotels, lodges) are selected based on shared values of quality and excellence. Partnership agreements outline terms of pricing, delivery schedules, and marketing support. We prioritize long-term, trust-based relationships that benefit both parties. Brand integrity must be upheld at all times in how Inyamatane Premium Blends products are displayed and served. Commitment: “ To grow through meaningful partnerships that reflect our brand ’ s values. ”