



**Bellwether
Coffee**

Bellwether Customer Support

Bellwether Customer Support is available for both urgent and non-urgent service and troubleshooting.

In the event that your roaster is completely down or unable to roast at all, please indicate this in your initial communication to expedite service as quickly as possible.

Email, text, or call:

(510) 210-1536

support@bellwethercoffee.com

8am-4pm PST Monday-Friday

Please allow up to one hour for a response to a missed call and up to 4 hours for email.

Calls received Saturday and Sunday will receive a response by Monday at 9am PST.

If your service request requires a visit from a technician, we will assist in dispatching as soon as possible. Dependent on location you can expect a resolution between 5-7 business days.

We recommend every roaster keep a one week supply of roasted coffee on hand to weather the occasional schedule disruption in the event they are unable to roast for any reason.

Please look out for calls and emails from Bellwether following your service request so we can reach you with any questions or follow up.

Thank you for being a valued Bellwether customer.