

Peet's COFFEE QUICK REFERENCE GUIDE: CONTACT US FORM

The *Contact Us* form is a quick way to get a hold of Peet's Support team in the event your questions were not answered in the Help Center.

Enter your personal details

- First and last name
- Email address
- Phone number (Optional)

Select A Feedback Category

- **Account setup:** How to become a customer, Item set up requests, Resetting your password
- **Order submission:** Editing an order, What to do if my credit card is declined, Order minimums
- **Order or delivery status:** Tracking your order, Viewing/requesting order confirmations
- **Order or delivery issues:** Check to see if an item is back in stock, Order delivery issues
- **General requests or feedback:** Account changes, invoice/statement request, How to find products
- **Other:** If you are unsure of the category, please select Other and provide details in the How Can We Help You section.

How can we help you?

- Let us know how we can assist you! Please be as detailed as possible.
- Always include your account name and number
- For product inquiries, include product number(s), description(s), and pricing.
- For order inquiries, including order and delivery status, include the sales order number or confirmation ID.
- For all other inquiries, please provide any pertinent details in your request.

Submit

- Once submitted, an email will be sent to your Peet's support team, and a ticket will be generated.
- An automated email notification will be sent once the ticket has been generated. This notification will include a unique ticket number for reference and advise on the response time.
- The ticket will be assigned and reviewed for any necessary actions and response.

