



JAVA CITY
COFFEE EST. 1928
HAND ROASTED

eco
grounds



Coffee Program FAQs

What types of beverage offerings does Bewley's NA offer?

We offer the very same 100% Arabica coffees that we serve in our espresso bars and coffeehouses. Our Certified Organic, Rainforest Alliance and Fair Trade coffees come in various roast levels from light to dark, even flavored varieties. In addition, we also offer a complete line of powdered cappuccino selections, hot cocoas, our very popular Double Black Cold Brew iced coffee, as well as a complete line of hot and iced teas. With our new Bean-to-Cup program, you can even offer a full coffeehouse menu of espresso drinks such as lattes, mochas, cappuccinos, and iced coffees all from one easy-to-use machine!

Do you offer loaner equipment?

Absolutley! Qualified accounts can take advantage of our equipment loan program which includes the use of equipment such as coffee brewers, coffee servers, grinders, iced tea brewers, iced tea servers, cold brew dispensers, and related marketing materials such as display merchandisers, branded menu boards and POP graphics. Your Account Manager can provide you with the electrical and water requirements necessary for your desired equipment. It is your responsibility to ensure proper electrical and water requirements are met prior to installation being scheduled.

Are Bean-to-Cup machines or Nitro Cold Brew dispensers available as part of the loan program?

Unfortunately, no. Bean-to-Cup machines and Nitro Cold Brew dispensers will need to be purchased and are not included as part of our equipment loan program. We do, however, offer a lease-to-own program on these pieces of equipment that will allow you to pay monthly for this equipment. In most instances the monthly payments are also tax deductible. The ROI on these purchases usually make it well worth the investment due to the increased sales generated based on the convenience and popularity of the products being served. Your Account Manager can share more information about this program and its many benefits.

Are there fees associated with using your loaner equipment?

There are no fees to use our equipment in most instances (Installation fees may be assessed for customers located outside of our regular service area). For our direct customers, an equipment loan upcharge is calculated based on the equipment you will be using and the volume of coffee you plan to purchase. This amount will be reflected in the price you are charged per pound for our coffee. For customers purchasing our coffee through a distributor such as McLane, MTC or Coremark, there is a minimum monthly coffee purchase requirement you will need to meet to qualify for the equipment loan program. Your Account Manager can offer more details as to what these requirements are.

Am I responsible for maintenance and repair costs on loaner equipment?

No. Bewley's NA covers the cost of all regular maintenance and needed repairs on any loaner equipment. The only costs you will be responsible for are any services needed to repair issues that are caused by neglect, misuse, or failure to clean and maintain the equipment properly based on the manufacturer's routine maintenance recommendations.

Is there a contract associated with your coffee program?

There is typically a 3-year contract requirement if you are using our equipment loan program, This ensures we are servicing your account long enough to recoup the costs we incur with installation and marketing. Since most signage and POP marketing is custom printed and typically not reused, you will be responsible to reimburse Bewley's NA for any costs that were associated with producing any signage and POP collateral used in your location if you cancel your service prior to the termination of the contract. You will also be liable for any costs associated with the removal of equipment prior to the termination of the contract. There are no fees if you terminate your service after the initial contract has expired. Please review the Equipment Loan & Supply Agreement for all contract details.

How do I submit a service request for equipment?

You can submit a service request via our online Account Management Portal at www.managemybewleys.com. You can also use this same portal to request additional and replacement equipment, view how-to videos showing proper cleaning and maintenance procedures as well as links to many useful downloads.

For any questions not covered here, please contact your Account Manager directly.