

Our Story

1. Started in April 2018 in Karachi.
2. 15 locations in multiple cities.
3. Won several awards for quality, growth and inclusion.
4. Loyalty app to earn/redeem points, check locations, menu and more.
5. Our own Barista Academy in Karachi and eStore to order beans and more.

We provide

1. Free workspace, free wifi, free water.
2. Boardgames to borrow and play.
3. Coloring/activity sheets for kids.
4. Discounts for students and senior citizens.
5. 10% off on bringing your own takeaway mug.



Our SOPs

1. Excellent coffees, beverages and snacks.
2. Happy and cheerful service.
3. Inspiring ambience.
4. Cleanliness and hygiene.
5. Feedback and improvement.



For Dine-in Location:

1. This is a self-service cafe. Please order and pick up yourself.
2. Our coffee is freshly roasted and usually consumed within four weeks of roasting.
3. Many of our snacks are homemade by women home entrepreneurs.
4. We have free drinking water, free Wifi, free workspace with individual power/USB sockets, and free boardgames.
5. We support women empowerment, the deaf community, the transgender community; we practice inclusion, low-waste and eco-friendliness.
6. Please help minimize waste by:
 - Dining in instead of taking away, as much as possible.
 - Using the liquid sugar instead of requesting for sugar sachets.
 - Minimal use of napkins.
 - Saying no to credit card receipts.
 - not leaving food behind.
7. No smoking, no vaping, no weapons, no outside food/beverages please.
8. You may order delivery through our website or foodpanda. For any issues, best to contact the location.



CW Promise!

Remake. Reorder. Refund.

1. **Remake.** We will prepare it again as per your liking. And if you are still not happy...
2. **Reorder.** You can change the order to something else. And if you are still not happy...
3. **Refund.** We will refund your amount in the form of points (beans) to your app, which you can use at any CW location for any future orders. This will be done within 24h, and GST amount can't be refunded.

Discounts and Offers:

1. Student Discount: 10% off on entire menu, just show a valid student card.
2. Senior Citizen Discount: 10% off on entire menu for senior citizens aged 65 or above.
3. Bring your takeaway mug: 10% off on your beverage when you bring your own takeaway mug.
4. Free Coffee on your Birthday: Free Latte/Cappuccino hot or iced, when you buy any savoury on your birthday.
5. Free Coffee for Non-Pakistani Tourists: Free Latte/Cappuccino hot or iced, for Non-Pakistani tourists upon buying any savoury.



Coffee Wagera App

1. Get 10% payback points on every purchase.
2. Redeem your points (called beans) at any location.
3. Up to 500 points redemption per order.
4. Check locations with maps.
5. Review menu and prices.



Our Founder: Mush Panjwani

1. 40 years of work experience in 20 countries.
2. Became an entrepreneur at the age of 48.
3. Sales, marketing and training expert.
4. Certified 'happiness trainer'.
5. Author of 'Dhinchak Life'.



Quick Links