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## **DOMESTIC EQUIPMENT RETURN POLICY**

### **MODELS - DREAM, UNO, DUO, ISTEEL, & IMINI.**

#### **DOMESTIC EQUIPMENT RETURN POLICY AND 100% ORDER ACCURACY GUARANTEE.**

Espresso Parts dba Ascaso-USA is proud to offer a 100% accuracy guarantee. If Ascaso-USA makes a mistake on your order, Ascaso-USA will cover the shipping costs to correct the mistake. In order to qualify for the 100% accuracy guarantee, orders must be transmitted via the website on Ascaso-USA.com or EspressoParts.com.

Ascaso-USA's expert technicians will work diligently with you to help determine which parts you may need to order but Ascaso-USA does not take responsibility for remote diagnostics or orders transmitted verbally. All recommendations on parts and procedures are made without any guarantees.

**All Wholesale Customer sales are final.** Ascaso-USA has the right to waive the finality of orders for wholesale customers **within 20 days of the ship date.** **Retail customer website purchases at Ascaso-USA.com and EspressoParts.com are typically eligible for return or exchange within 20 days of the shipping date.** Wholesale customers are responsible for return shipping fees and liable for damages or lost equipment.

#### **WHOLESALE CUSTOMER: HOW TO REQUEST AN EXCHANGE OR RETURN**

**Website purchases at Ascaso-USA.com and EspressoParts.com purchased at Wholesale Price is typically not eligible for return. Ascaso-USA has the right to waive the finality of orders for Wholesale Customers within the first 20-days after purchase and will assess a 10% restocking fee. Machines must be received in 'New' condition in original packaging, closed box condition.** 'New' product is an item that has NOT been removed from its box and used. All items, components, manuals, and packing materials must be in their original packaging. The product must NOT be functionally or cosmetically damaged in any way. You must first obtain a Return Merchandise Authorization (RMA) number from us for your exchange or return to be accepted.

**All returned equipment is subject to a minimum 10% restocking fee.** Additional cleaning, refurbishment, and replacement packaging fees may be charged as follows:

1. 10% Restocking Fee: Equipment returned in closed box condition. No power. No water.
2. 20% Restocking Fee: Equipment returned in open box condition.
3. Equipment received beyond the above-noted condition with any damage is not returnable, and we will contact you to send the machine back.
4. All restocking fees will be assessed and applied based on the sole discretion of Ascaso-USA.com and EspressoParts.com.

Contact us via email ([info@Ascaso-USA.com](mailto:info@Ascaso-USA.com) or [info@espressoparts.com](mailto:info@espressoparts.com)) Let us know why you'd like to return the machine—we'll help you determine if there is an exchange that will better suit your needs. We will send an RMA email to you with detailed instructions on exchanging or returning your merchandise. Please read the email in its entirety and take care to properly prepare your machine for return. This can help avoid additional charges assessed to your return.

Note: Equipment that has been modified or customized is not eligible for return.

### **RETAIL CUSTOMER: HOW TO REQUEST AN EXCHANGE OR RETURN**

**Machines must be received in 'Like New' condition in original packaging.** 'Like new' product is an item that has been removed from its box and used as intended by the manufacturer for a short period of time. All items, components, manuals, and packing materials must be returned to their original packaging. The product must be clean and dry upon return to our warehouse. Any item returned to us that requires extensive cleaning will incur a cleaning deduction from the refund, or be refused. The product must not be functionally or cosmetically damaged in any way. You must first obtain a Return Merchandise Authorization (RMA) number from us for your exchange or return to be accepted.

**All returned equipment is subject to a minimum 2.5% restocking fee.** Additional cleaning, refurbishment, and replacement packaging fees may be charged as follows:

1. 10% Restocking Fee: Any grinders that have had any beans run through the grinding chamber, regardless of prior cleaning and appearance. Damaged or missing packaging or accessories or equipment returned wet, dirty, and requiring additional cleaning.
2. 15% Restocking Fee: Equipment returned with cosmetic damage requiring labor to correct including surface scratches on painted or polished surfaces.
3. 25% Restocking Fee: Equipment returned with severe cosmetic damage requiring extensive repair including scratches or chips deep into the finish, or dented body panels. Extremely dirty equipment requiring 1 hour or more of cleaning.

Equipment received beyond the above-noted damage is not returnable, and we will contact you to send the machine back.

All restocking fees will be assessed and applied based on the sole discretion of [Ascaso-USA.com](http://Ascaso-USA.com) and [EspressoParts.com](http://EspressoParts.com).

Contact us via email ([info@Ascaso-USA.com](mailto:info@Ascaso-USA.com) or [info@espressoparts.com](mailto:info@espressoparts.com)) Let us know why you'd like to return the machine—we'll help you determine if there is an exchange that will better suit your needs. We will send an RMA email to you with detailed instructions on exchanging or returning your merchandise. Please read the email in its entirety and take care to properly prepare your machine for return. This can help avoid additional charges assessed to your return.

Note: Equipment that has been modified or customized is not eligible for return.