



ESPRESSO PARTS



FIORENZATO
USA



SANREMO
COFFEE MACHINES



ascaso
U S A

4315 LACEY BLVD SE, LACEY WA 98503

INFO@ESPRESSO PARTS.COM PHONE 800-459-5594 LOCAL 360-357-7781

30-DAY GENERAL RETURN POLICY

THE ESPRESSO PARTS 365 GUARANTEE

Our goal is to offer the highest quality products within the specialty coffee trade. For most general merchandise, 365 days post purchase, we guarantee a full refund or replacement of defective products at no additional cost to you. Specific products and brands, including but not limited to commercial and domestic equipment, has a specified limited warranty and will be dealt with accordingly.

30-DAY RETURN POLICY AND 100% ORDER ACCURACY GUARANTEE

Espresso Parts (dba ascaso-usa.com, fiorenzato-usa.com, kalitauusa.com, yama-glass.com, barista-basics.com, and hearthgoods.com) is proud to offer a 100% accuracy guarantee. If Espresso Parts makes a mistake on your order, Espresso Parts 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 EspressoParts.com.

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

Espresso Parts accepts returns up to 30-days from the time it was shipped. Espresso Parts has the right to waive the finality of orders and will assess a minimum restocking fee.

RESTOCKING FEES

30- DAY GENERAL MERCHANDISE must be received in 'Like New' condition in original packaging. Wholesale customers are subject to specific terms. REFURBISHED merchandise sold AS-IS, NO EXCHANGES. '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 general merchandise is subject to a minimum 2.5% restocking fee for new un-opened items. Additional cleaning, refurbishment, and replacement packaging fees may be charged as follows:

1. 10% Restocking Fee: Used open items. Used or missing packaging or accessories. Items returned wet, dirty, and requiring additional cleaning. Any home grinders that have had any beans run through the grinding chamber, regardless of prior cleaning and appearance. Home espresso machines and coffee machines used an intended for a short period of time.
2. 25% Restocking Fee: Merchandise returned with cosmetic damage requiring repair including scratches or chips deep into the finish, or dented body panels.
3. Items received beyond the above-noted damage is not returnable, and we will contact you to send the merchandise back.

30-DAY COMMERCIAL EQUIPMENT authorized for return must be received in 'New' condition in original packaging. Wholesale customers are subject to specific terms. REFURBISHED equipment sold AS-IS, NO EXCHANGES. '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 commercial equipment is subject to a minimum 10% restocking fee and a \$350 flat fee to cover return freight shipping. 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. 25% Restocking Fee: Equipment returned in open box condition.



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3. Equipment received beyond the above-noted condition with any usage or damage is not returnable, and we will contact you to send the equipment back.
4. All restocking fees will be assessed and applied based on the sole discretion of EspressoParts.com.
5. If your equipment arrives in new, closed box condition, we will refund your original payment method less other restocking fees, installation fees, original shipping & handling costs, and return freight shipping fees for heavy equipment.

All restocking fees will be assessed and applied based on the sole discretion of EspressoParts.com.

HOW TO RETURN GENERAL MERCHANDISE

Espresso Parts accepts general merchandise returns up to 30-days from the time it was shipped. It's as easy as 1, 2, 3.

1. Call our Customer Support team and request the required RMA # for your return. Call us at (800) 459-5594.
2. Take advantage of our \$6.00 flat rate UPS return label for each package under 30lbs.
3. Pack your merchandise securely in the original packaging and adhere your return shipping label and your RMA # to the outside of the package. Please ensure no other shipping labels are visible. Then send it to us! Tape your UPS return label to your box then drop it off at any authorized UPS Shipping Center. [Find the UPS Service Center Nearest to You](#). *Please note to use our pre-paid labels, shipments must be sent from the United States.

You can send merchandise back to us at the address below using your own shipping method. You are responsible for all tracking information and insurance. Espresso Parts is not liable for return shipments that don't include our return shipping label. RMA # is still required if you use your own shipping method. All other policies apply.

Espresso Parts
Attn: Returns Department
4315 Lacey Blvd SE
Lacey, WA 98503

HOW TO RETURN COMMERCIAL EQUIPMENT

Espresso Parts accepts returns up to 30-days from the time it was shipped. Equipment return policy terms apply, including minimum restocking fees.

Contact us via email (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: merchandise that has been modified or customized is not eligible for return.

DAMAGED OR MISSING GENERAL MERCHANDISE MUST BE REPORTED WITHIN 3 DAYS OF RECEIPT

1. Prior to signing receipt of your shipment, carefully inspect the box or boxes for any damage. If you see damage you must mark the delivery receipt accordingly. It is recommended to take pictures of the outside of the box and the inside of the box. Then unpack the contents to ensure there is no concealed damage or missing items.
2. Gather the following documentation:
E-mail returns@espressoparts.com or call us at (800) 459-5594 with the above documentation and we will be happy to work with the freight company to process a damage claim. Espresso Parts is limited to assist when working with your freight forwarder.
 - Espresso Parts Order Number
 - Freight Tracking Number
 - Photographs and description of damage

*NOTICE:



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By selecting UPS, you release Espresso Parts from responsibility for delayed shipments and loss in excess of \$100. Insurance in excess of \$100 should be requested at the time of purchase. The receiver is responsible for additional insurance costs.

By selecting USPS Priority Domestic Shipping, you release Espresso Parts from responsibility for delayed shipments and loss in excess of \$50.00. Insurance claims to damaged or lost items in excess of \$50.00 will not be recovered. Insurance in excess of \$50.00 should be requested at the time of purchase.

RECEIVED INCORRECT MERCHANDISE? WE WILL MAKE IT RIGHT!

Contact our Customer Support team at (800) 459-5594 and we will coordinate a reorder to ship the correct merchandise at no additional cost to you. We may also provide you with a prepaid return shipping label and request an immediate return of the incorrectly received merchandise. To avoid additional charges the incorrectly received merchandise must be shipped within 7 days of receiving the prepaid return shipping label. All regular return policies still apply. All merchandise must be returned unused and in original packaging in order to avoid being charged.

Thank you for your shopping with Espresso Parts. Contact our Customer Support team at (800) 459-5594 / (360) 357-7781 (local) or info@espressoparts.com if you have any additional questions in regards to these policies.