



4315 LACEY BOULEVARD SE, LACEY, WASHINGTON 98503
INFO@ESPRESSOPARTS.COM PHONE: (800) 459-5594 LOCAL: (360) 357-7781

Equipment Terms and Conditions of Purchase

Please carefully read the following terms and conditions. We cannot accept or make changes 24 hours after the delivery of the terms and conditions document which occurs after your equipment purchase is complete. Delivery of the terms and conditions document indicates that you have read this agreement, understand it, and agree to be bound by the terms and conditions.

Please be aware that equipment is covered by a limited manufacturer's warranty which covers manufacturing defects. Espresso Parts, LLC warrants that the product(s) meets any specific warranties extended by the manufacturer. For warranty terms and conditions, please refer to each product's unique warranty document. However, **all sales on equipment are final.** We do not accept any returns or exchanges on any equipment. Please let us know if you have any questions about that. You can see our full return policy [here](#).

In addition, please be aware of the following important details regarding acceptance and delivery of equipment;

Equipment & Oversized Freight Shipments:

- *Please note that freight shipping charges online are estimated and do not take into account additional insurance, limited access charges, lift gate charges, or any other surcharges. - See our full shipping policy [here](#).*
- *Equipment orders undergo thorough bench testing prior to departure and typically ship within 7-10 business days unless otherwise noted.*
- *Equipment orders and freight shipments must be signed for by an adult upon delivery.*
- *Equipment orders and freight shipments will be delivered curbside on a full-size truck.*

Customer Responsibility:

- *Receive and sign for freight shipments.*
- *Notate light damage and/or missing items on the carrier's proof of delivery (POD) before signing.*
 - *In addition, we suggest notating "FURTHER INSPECTION REQUIRED" on the POD before signing. We have three (3) days after receipt of shipment to file a claim for concealed damage.*
- *When signing your name on the POD without declaring these exceptions, you are stating that you have received your shipment in acceptable condition.*



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Damaged or Missing Items Claim:

- *If the product arrives in clearly damaged condition, do not sign the POD, instead, you note the damage on POD, take pictures, and refuse the shipment. Instruct the driver to return to sender.*
 - *Contact us immediately if the shipment was refused.*
- *If there appears to be light damage or missing items then notate on the POD before signing. (examples; "missing 2 pieces", "damage to crate", "further inspection required").*
- *Keep a copy or take a picture of the POD with your notes.*
- *Keep the damaged packing materials and take pictures of the damaged materials and products.*
- *Contact Espresso Parts customer support within three (3) days of receipt to file a claim for any concealed damage. We have three (3) days after receipt of shipment to file a claim with the carrier for concealed damage.*

Our goal is to offer the highest quality products within the specialty coffee trade. We are happy to work with the manufacturer to ensure their warranty is enforced and your investment is protected.

Thank you again for choosing Espresso Parts! Please contact our amazing customer support team at 800.459.5594 / 360.357.7781 or info@espressoparts.com if you have any questions in regards to these policies.