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RETAIL CONSUMER RETURN POLICY AND 100% ORDER ACCURACY GUARANTEE

Espresso Parts dba Fiorenzato-USA is proud to offer a 100% accuracy guarantee. If Fiorenzato-USA makes a mistake on your order, Fiorenzato-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 Fiorenzato-USA.com or EspressoParts.com.

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

Website purchases at Fiorenzato-USA.com and EspressoParts.com are eligible for return **within 20 days of the ship date**. Shipping and handling fees will not be reimbursed; if you selected "free-shipping" during checkout, we will deduct our original shipping and handling costs from your overall refund.

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 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.
4. Equipment received beyond the above-noted damage is not returnable, and we will contact you to send the machine back.
5. All restocking fees will be assessed and applied based on the sole discretion of Fiorenzato-USA.com and EspressoParts.com.

Contact us via email (info@Fiorenzato-USA.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.