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WHOLESALE 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**. Wholesale customers are responsible for return shipping fees and liable for damages or lost equipment.

HOW TO REQUEST AN EXCHANGE OR RETURN

Machines must be received in 'New' condition in original packaging. 'New' product is an item that has NOT been removed from its box and used. All items, components, manuals, and packing materials must be returned to its original packaging. Any item returned to us that requires extensive cleaning will incur a restocking fee 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 10% restocking fee. Additional cleaning, refurbishment, and replacement packaging fees may be charged as follows:

1. 25% Restocking Fee: Equipment returned in open box condition with clear evidence of usage, such as beans or grounds in the chamber.
2. Equipment received beyond the above-noted condition with any damage is not returnable, and we will contact you to send the machine back.
3. 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.