



DOMESTIC (HOME) WARRANTY & CLAIM PROCEDURE

PROOF OF PURCHASE. Please retain a copy of the original invoice as proof of purchase in order for the warranty guarantee to be valid.

ORIGINAL PACKAGING. Please retain the original packaging for the duration of the warranty period to ensure the safest shipping, if needed in the case of warranty issues.

DEFINITIONS. “domestic” means equipment intended for home use as specified by the user manual.

WARRANTY COVERAGE:

- 12-month warranty, we guarantee these products against defects caused by faulty workmanship and materials for twelve months of commercial use from the date of purchase.
- Limited Warranty, select brands and equipment categories offer limited warranties which are listed on and linked to the individual product pages. Limited warranties supercede the general 24-month warranty.
- Ascaso Brand only; 5 year warranty on thermoblocks. We guarantee all thermoblock boilers, boilers, and groups against defect caused by faulty workmanship and materials for five years of commercial use from the purchase date.
- At the sole discretion of Espresso Parts, we will cover shipping costs, parts, and labor for warranty replacement issues, for the duration of the coverage for retail customers.
- Warranty exclusions, Espresso Parts reserves the right to change or modify the terms and conditions herein without notice. this guarantee excludes defects caused by but is not limited to the following issues;
 - Concealed damage not reported within (3) three business days of receipt.
 - Product not being used in accordance with instructions or designed purpose. Product placed in storage.
 - Accidental damage, misuse, alterations, or tampering by unauthorized persons.
 - Repairs or dismantling by unauthorized personnel.
 - Use of non-Espresso Parts components.
 - Removal or altering of serial numbers.
 - Lack of proper cleaning and maintenance.
 - Parts that are subject to normal wear and tear are not covered under warranty. This includes items like gaskets, portafilter baskets, screens, etc.
 - Problems related to water damage, inadequately conditioned water not within manufacturer specifications, and scaling are not covered under warranty. Water treatment systems such as filter systems and cartridges must be maintained to ensure warranty coverage.
 - Cosmetic issues (scratches, surface marring).
 - The warranty is non-transferable.

For warranty claim inquiries regarding commercial equipment please contact Espresso Parts by phone or email (info@espressoparts.com or 800-459-5594). Defects not covered under warranty are subject to technician service fees and part replacement costs.