

WARRANTY INFORMATION

Warranty Statement for Rocket Espresso Machines and Coffee Grinders

Rocket Espresso is committed to delivering exceptional products. We stand behind the quality and craftsmanship of our espresso machines and coffee grinders.

Domestic Espresso Machines Warranty: 2 Years (Asia and USA, 1 Year)

Rocket Espresso domestic espresso machines are covered by a 2-year warranty (Asia and USA, 1 year). The warranty resides with the authorised Rocket Espresso dealer from where you purchased your machine, ensuring peace of mind and local support.

Commercial Espresso Machines Warranty: 1 Year

All commercial espresso machines have a 1-year warranty, reflecting our confidence in the durability and performance of our machines in demanding environments. The warranty resides with the authorised Rocket Espresso dealer from where you purchased your machine, ensuring peace of mind and local support.

Coffee Grinders Warranty: 1 Year

Our coffee grinders are backed by a 1-year warranty, providing assurance of reliability and consistency in your coffee grinding experience.

Local Authorised Rocket Dealer Warranty Support

It's important to note that your warranty resides *with the local authorised Rocket dealer from where you purchased your machine*. We strongly recommend buying locally for the following reasons:

- 1. Local Support and Backup:** Your local dealer is best positioned to provide after-sales support and warranty assistance, ensuring a seamless customer experience.
- 2. Logistical Convenience:** Espresso machines are heavy and bulky, making shipping expensive and complex. Purchasing locally ensures convenience and ease for any potential service needs.
- 3. Expertise and Assistance:** Rocket carefully selects distributors and dealers worldwide with the expertise and ability to offer support, ensuring you have a reliable partner for any assistance required.

Please be aware that Rocket Espresso cannot guarantee warranty support unless you purchase your equipment from a local authorised Rocket dealer. Visit the 'Dealers page' at rocket-espresso.com to locate your closest local dealer.

Note: The warranty is generally applicable in the country of purchase. In cases of relocation to another country, it is advisable to contact your local authorised Rocket dealer for guidance on warranty support.

Thank you for choosing Rocket Espresso. Our small team of craftsmen produce the finest espresso machines, beautifully made with meticulous care and attention to detail, with every model designed to meet the needs of today's most exacting espresso customer.

