

What to do, should you require assistance

If you are in any doubt or need technical assistance, please do not hesitate to contact:

Lavazza Customer Service at: us.customerservice@lavazza.com or 212-725-8800.

Our dedicated staff will be happy to answer your questions and give any information regarding the Machine warranty and the provision of technical assistance. Additional technical support in the form of real-time video and/or augmented reality may also be available.

Limited Warranty conditions

- 1) The Warranty Period of this Machine shall be effective for **twelve (12) months** from the later of the purchase date or delivery date. This warranty shall apply only if Lavazza receives notice a defect or non-conformance during the warranty period.
- 2) The date on the purchase receipt, transport document or delivery note confirms the official date of delivery and is considered proof of the date for the beginning of the Warranty Period. A “defect” is a significant limitation or reduction in the value or suitability for use of the Machine.
- 3) The warranted Machine will be free of defects in materials and workmanship and, under normal use, will operate in all material respects in accordance with applicable instruction manuals, directions, documentation, or other materials whether written or electronic, relating to the Machine and provided by Lavazza to the consumer (the “Documentation”).
- 4) Lavazza’s sole and exclusive liability for breach of this warranty shall be to, at Lavazza’s option:
 - a) repair the defective Machine, following the procedure specified in the Practical Notes below;
 - b) replace the defective Machine with another one featuring the same characteristics or, in case this is not feasible or practical, with a machine of equal or greater value, by following the procedure specified in the Practical Notes. The Machine replacement will be deemed impractical when Lavazza would incur costs which are unreasonable when compared to the repair, by considering the value the product would have if the conformity defect were not found, the extent of the conformity defect, and the possibility that the alternative remedying action can be taken without any major inconvenience to the consumer.

In any case, Lavazza will not charge any cost to the consumer for the remedying actions mentioned above. Consumer shall return the defective products to Lavazza, no later than thirty (30) Days after Lavazza’s receipt of notice of the alleged defects at the expense of Lavazza. Lavazza shall not be responsible for any Machine lost during shipping or any damage to any Machine resulting from improper packaging for shipment.

- 5) Any intervention carried out during the Warranty Period will not result in an extension or renewal of the Warranty Period and Machines repaired or replaced by Lavazza under this warranty shall be subsequently warranted for the remaining portion of the Warranty Period applicable to the original Machine. Replaced parts automatically become Lavazza’s property.
- 6) The warranty does not cover any part that is defective due to negligence during use or storage; improper or inadequate maintenance; neglect, misuse or abuse of the Machine or operation for which the Machine was not intended; unauthorized modification or alteration of the Machine; failure to follow operating instructions; improper installation; repairs carried out by unauthorized persons; use of non-original accessories and spare parts; normal wear and tear due to correct use of the appliance (such as build-up of lime scale, worn gaskets, expendable items or exhausted water filter); lightning; moisture; fire; use with incorrect voltage; other events that cannot be attributed to the manufacturer or to manufacturing defects of the Machine.
- 7) Lavazza declines any responsibility for direct or indirect injury to people or animals or damage to property due to failure to comply with safety rules shown in the instruction booklet, in particular regarding the installation, use and maintenance of the Machine.

PRACTICAL NOTES - IMPORTANT

- **Keep your proof of purchase, courier transport document (in case of purchase with home delivery), or any other document providing proof of the date of purchase or delivery of the Machine.**
- **Keep the original Machine packaging as it may be useful in case of any future transportation needs if returned.**

1) Contact Lavazza Customer Service and:

- describe the defect or problem;
- provide necessary information: the date the Machine was purchased or delivered, and the serial number of the Machine.

2) In the event of a verified technical defect, Lavazza Customer Service will provide you with all the necessary information to allow the Machine be collected by the courier and repaired or replaced.

3) Package the clean Machine, with the tank emptied, in its original packaging or in an alternative one to avoid damage during transportation. All transport costs will be charged to Lavazza.