



**la marzocco**  
handmade in florence

# Warranty Claim Form

Fill out form completely. Incomplete forms will not be processed.

Reseller: \_\_\_\_\_

Serial Number: \_\_\_\_\_ Model: \_\_\_\_\_

Installation Location: \_\_\_\_\_

Installation Date: \_\_\_\_\_ Failure Date: \_\_\_\_\_

Symptoms: \_\_\_\_\_

## Failed Parts

Quantity	Part Number	Part Description

Ship Address Company: \_\_\_\_\_

Ship Address: \_\_\_\_\_

Ship Address City, State, Zip: \_\_\_\_\_

Technician Signature: \_\_\_\_\_ Technician (Please Print): \_\_\_\_\_

Technician Email: \_\_\_\_\_ Technician Phone: \_\_\_\_\_

**NOTE:** Please email all warranty claims to [solutions.usa@lamarzocco.com](mailto:solutions.usa@lamarzocco.com). Warranty claims are only accepted as emailed documents. Once the warranty claim has been submitted you will be called back shortly to be notified of status of your warranty claim. All machines include a standard 13 months parts only warranty from original date of shipment. All parts include a standard 45 days only warranty from original date of shipment. Electrical parts do not carry a warranty, and cannot be returned.

Below are excerpts from our **Terms of Sale**. For full terms refer to the **Standard Terms & Conditions of Sale**.

**Warranty.** La Marzocco warrants all Equipment and Parts supplied are free from defect in material or workmanship for a period of thirteen (13) months from the date of shipment from La Marzocco with a parts-only warranty, unless otherwise agreed to in writing in advance. This warranty does not cover Equipment and Parts damaged by accident, abuse and/or improper use of Equipment. Improper use of Equipment includes, but is not limited to, using inadequately conditioned water (as defined in the La Marzocco Water Specification) and the operation of Equipment without adequate water supply. All damage resulting from inadequate water conditioning is expressly excluded from this warranty. Damage resulting from improper installation of the Equipment is also expressly excluded from this warranty. The foregoing warranty does not cover Parts subject to wear and tear as determined by La Marzocco in its discretion. These include, but are not limited to, portafilter gaskets, inserts, and diffusion screens. **WARRANTY CLAIMS MUST BE AUTHORIZED BY A LA MARZOCCO REPRESENTATIVE PRIOR TO REPAIR OR REMEDIAL ACTION.**

Any warranty shall expire immediately if you or a third party effects faulty maintenance or excessive use, or if you, following the occurrence of a defect, fail to immediately take all suitable measures to limit the damage and fail to give La Marzocco an opportunity to remedy the defect. La Marzocco's sole responsibility and liability under the warranty set forth herein is limited to, in La Marzocco's sole discretion, repair or replacement of any defective parts, excluding labor, unless otherwise specified. Furthermore, La Marzocco's warranty is limited to you, and La Marzocco does not, directly or indirectly, make or extend any warranty to your customers or any other person. **EXCEPT AS EXPRESSLY PROVIDED HEREIN, LA MARZOCCO DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

**Returns of Parts.** La Marzocco does not accept the return of Parts except for Parts originally purchased from La Marzocco returned within forty-five (45) days of the original invoice. The Parts must be in working order and in saleable condition, as determined by La Marzocco. The original packaging must be intact and the return must be accompanied by proof of purchase, such as an Invoice. A re-stocking fee of 10% may be applied in cases where Parts are returned without documentation of an error on the part of La Marzocco, subject to La Marzocco's sole discretion. La Marzocco does not accept returns of electrical parts under any circumstance. Shipping charges associated with returns are your responsibility.