



NESPRESSO WARRANTY

All new and refurbished machines are covered by a manufacturer's one-year limited warranty that is honored by Nespresso USA, Inc.

CONDITIONS ONE-YEAR-LIMITED WARRANTY

Nespresso USA, Inc. will at its discretion, repair or replace your Nespresso system within one year free of charge shall mechanical or electrical failure occurs. In the event an exact replacement is not available for a Nespresso system needing to be exchanged, Nespresso USA, Inc reserves the right to offer an alternative system that is comparable to original system.

The manufacturer's one-year-limited warranty does not cover defects caused by poor maintenance, lack of descaling, alterations, repair services carried out by a non-authorized service provider, or incorrect use of system. In these incidences, a non-refundable service charge will apply. The manufacturer's one-year-limited warranty is not renewable nor is it extended upon any repair service provided under the manufacturer's one-year-limited warranty.

Additional information can be provided on the manufacturer's one-year-limited warranty by contacting Nespresso Business Coffee Solutions at 800-566-0571.

WARRANTY CLAIM PROCESS

In the event your Nespresso system does not function correctly, first refer to the "Helpful Tips" guide in your Nespresso handbook.

A technical consultant is ready to assist you in the event your Nespresso system still does not work by calling 800-566-0571. Technical support is available Monday through Friday from 8AM – 6PM EST. Proof of purchase will be asked, if your Nespresso system has not been previously registered.

Service repair will be authorized and scheduled, if the technical consultant is unable to resolve the issue over the telephone.