



la marzocco

HOME

La Marzocco Home (LMH)

ABN 47 172 359 266

Melbourne Sydney
104 Nicholson Street, 1b, 32 Ralph Street
Abbotsford VIC 3067 Alexandria NSW 2015

Email: home.australia@lamarzocco.com

Tel: 02 8396 6199

WARRANTY AGAINST DEFECTS

La Marzocco Australasia (LMA) LP T/A La Marzocco Home (LMH) and its successors and assigns ("LMH") provides the following limited warranty against defects to:

("the Customer") *[Insert Customer's Name In Box Above]*

Should you have an issue that you feel is covered by warranty please contact La Marzocco Home. We will help you determine if your issue is covered by warranty and advise of the steps needed to complete this process. Please ensure you have your date of purchase/invoice number and serial number when contacting us for ease of process.

1 WHAT THIS WARRANTY RELATES TO

- 1.1 This warranty relates to any non-consumable parts, provided the machinery is installed according to LMH pre-install specifications (attached). Labour for installation or service call is not included. The warranty does not include breakdowns due to inadequate cleaning or incorrect operation ("Defect"). Consumable parts not covered include group head gaskets, diffusion screens, filter baskets, o-rings, grinder burrs and bean hoppers.

2 WHAT LMH WILL DO TO HONOUR THE WARRANTY

- 2.1 LMH will replace the faulty part, including postage costs to the Customer.
2.2 Any works required to be completed in order to fix the Defect are the responsibility of the Customer. Additional works includes any labour for the substitution of the part.

3 WHAT THE CUSTOMER MUST DO TO CLAIM THE WARRANTY

- 3.1 To claim the benefit of the warranty, the Customer will need to:
(a) present a completed Warranty Claim Form along with the faulty part to LMH for inspection; and
(b) provide proof of purchase upon request by LMH; and
(c) provide photographs of the Defect upon request by LMH.
3.2 The claim listed in clause 3.1 may be made in person, or the claim may be sent to LMH, including the particulars required under clauses 3.1(a), 3.1(b) and 3.1(c).
3.3 The appropriate form for making a claim for warranty is attached and must be used whether the claim is being made in person, or mailed to LMH with the faulty part.

4 DURATION OF WARRANTY

- 4.1 This warranty is valid for a period of twelve (12) month from the date of the sale invoice from LMH in accordance with clause 5 of the Terms and Conditions of Trade.
4.2 If a Defect does not materialise in the faulty part during the period provided in clause 4.1, LMH will have no liability to the Customer under this Warranty Against Defects and the Customer releases LMH from all claims for loss or damage in any way connected with the Goods from that date.

5 RESPONSIBILITY FOR COSTS OF CLAIM

- 5.1 LMH is responsible for the costs for sending the replacement part.
5.2 Any works required to be completed under clause 2.2 will be at the cost of the Customer, including the return of the faulty part to LMH.

6 VOIDING OF WARRANTY

- 6.1 The following actions will void the warranty:
(a) modifications to and/or customisation of the Goods (not including custom colouring) performed after delivery of the same from LMH to the Customer;
(b) non-authorized tampering with the Goods;
(c) the use of non-genuine La Marzocco parts;
(d) non-adherence to the specifications set out in the LMH pre-install specifications document;
(e) water supply (either mains supply or from the machine reservoir) that does not satisfy the LMH requirements for incoming water (see Water Specifications attached);
(f) no filtration installed at the time of installation of the Goods;
(g) damage to the Goods as a result of accident, abuse, misuse, lack of reasonable or necessary maintenance, neglect, incorrect installation, mishandling, line power surges or external causes.

7 RIGHTS AT LAW

- 7.1 The benefits given to the Customer under this warranty are in addition to other rights and remedies of the Customer at law in relation to the Goods.
7.2 LMH's Goods come with guarantees that cannot be excluded under the Australian Consumer Law. LMH has the right to inspect or request the water conditions anytime a warranty claim is made.



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WARRANTY CLAIM FORM

(required for EACH faulty item)

Incomplete forms will not be processed

**CUSTOMER
INFO :**

Name:

Phone:

Address:

City

FAULTY PART # :

PART DESCRIPTION :

MACHINE MODEL :

MACHINE SERIAL # :

INVOICE DATE :

FAILURE DATE :

MACHINE FAULT (please provide a detailed description):

I hereby declare that the information provided above is true and correct and to the best of my knowledge and belief and I have complied with all the conditions of the warranty.

Name:

Contact Details (email/tel):

Signed:

Date:

Please note: The issue or completion of this form by the Customer does not constitute an admission of liability by LMH; please send this form to: home.australia@lamarzocco.com with photographs of the faulty part. Please return the part with a copy of this document to LMH. All shipping costs at the Customers expense. Once the part and completed documentation has been received, we can determine the eligibility for warranty.

FOR OFFICE USE: