

## La Marzocco Home Refurbished FAQ

### What does refurbish mean?

A refurbished coffee machine has been returned, inspected, tested, cleaned, and restored to full working condition by professionals. It may have minor cosmetic blemishes but performs like new.

### Are refurbished machines reliable?

Yes, all refurbished machines are rigorously tested and certified to ensure they meet original performance standards. Many come with a limited warranty for peace of mind.

### Why should I buy a refurbished machine instead of a new one?

Buying refurbished can save you money while still providing excellent performance. It's also an environmentally friendly option, as it reduces waste and extends the product's life.

### Where do refurbished machines usually come from?

They may be returns due to customer change-of-mind, minor cosmetic flaws, demo models, ex loan fleet models, or units with previously identified issues that have since been repaired.

### Will I receive all the original accessories?

Refurbished machines usually include essential accessories, but they may not come in the original packaging or include every item from a new unit. See the product listing for exact inclusions.

### Is there a difference in taste or performance?

No, refurbished machines are restored to perform like new, meaning there should be no noticeable difference in coffee quality or machine functionality.

### How old in the machine?

The age of the Refurbished machines can vary. On each product page the year of manufacture will be stated.

### How are machines priced?

Machines are priced based off age, condition and repair costs.

### What is the warranty?

The standard warranty on Refurbished machines are 12 months, however if the machine is under 2 years old, it will be covered under the factory warranty. Factory warranty is from date on original invoice.



**If my machine is less than 2 years old, will it be covered under the original factory warranty?**

Yes, the factory 2 year warranty is valid from the date of the original invoice.

**Do you offer extended warranty on refurbished machines?**

No.

**Who completed refurbishment?**

La Marzocco completes the refurbishment on site at our Melbourne head office.

**Can I view the machine before purchase?**

You can arrange a viewing of the refurbished machines at our Melbourne showroom only. Please contact [home.australia@lamarzocco.com](mailto:home.australia@lamarzocco.com) to book in a viewing.

**Can I return a refurbished machine?**

Please refer to our T&Cs.

**Can they be purchased in a package deal?**

No.

