

# SERVICE & REPAIR

Return Address:

348 Old Niskayuna Rd. Latham, NY 12110



**CHRIS' COFFEE**  
S I N C E 1 9 7 5

RMA Issue Date: \_\_\_\_\_

Make: \_\_\_\_\_

RMA #: \_\_\_\_\_

Model: \_\_\_\_\_

Serial No: \_\_\_\_\_

Issue(s): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

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

## CONDITIONS OF AGREEMENT

Repair estimates for parts, labor, and applicable shipping charges will be provided before any service is performed on your equipment. The fee for this estimate is \$95. Repairs must be paid in full prior to machines being returned, no exceptions.

Surrender of this equipment for repair constitutes a bailment of said equipment. A failure to retrieve and pay for services and repairs within 30 days of being notified via either text, or email that the repair has been completed will result in the transfer of title to Chris' Coffee Service, Inc. At that time Chris' Coffee Service, Inc. has the right to dispose of said equipment any way they deem appropriate.

**ALL ESPRESSO MACHINE BOILERS SHOULD BE DRAINED OF ALL WATER** to ensure your packaging and/or equipment does not suffer damages during shipping to our facility; in warm months this will help prevent moisture damage to the electronic components, and in the cooler months to prevent damage to the boilers and internal piping caused by freezing. If you need assistance with instructions on how to properly drain the boilers for espresso machines, please contact us at [chriscoffee.com/pages/contact-us](http://chriscoffee.com/pages/contact-us) and we will be glad to assist you.

To prevent damage to your machine, please bring your original packaging or just the equipment if you have failed to retain said packaging, to a certified shipper, i.e. UPS (not UPS *store*) or FedEx to have your items packed appropriately and insured for the full replacement cost. Should any piece of equipment arrive to Chris' Coffee Service in a damaged condition, the consumer is responsible to file appropriate claims with the shipper.

**MAKE SURE TO DOUBLE BOX & SHIP UPRIGHT! ALSO INSURE YOUR EQUIPMENT FOR THE FULL REPLACEMENT COST & WRITE THE RMA# ON THE OUTSIDE OF THE PACKAGING.**

YOUR SIGNATURE BELOW STIPULATES THAT YOU HAVE READ, UNDERSTOOD, AND ACCEPTED THE ABOVE TERMS & CONDITIONS FULLY WITH NO EXCEPTION.

Client Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_