



## **REPAIR SUBMISSION FORM**

Please write **CLEARLY**. To hold your place in our repair queue, please **print, complete, sign, scan** and return a copy of this form to us within 3 days. If shipping your machine in, please also include this completed form with your equipment

RA#:                      DATE: \_

NAME:

BILLING ADDRESS (if different):

ADDRESS:

E-MAIL:

PHONE:

EQUIPMENT MAKE, MODEL & AGE:

INSURANCE VALUE FOR RETURN SHIPMENT: \$

SYMPTOMS:

You must include **ONE COMPLETE PORTAFILTER** (the most used one is best) with your machine so we can test your unit and assure correct grouphead gasket replacement. Unless specifically requested, please **do not** include any of the following pieces of your espresso machine as it may result in loss or damage: cup warming tray (top tray), decorative cap (i.e.: Elektra eagle), accessories, drip tray, drip tray cover, any extra accessories.

**If your repair cost is over \$150.00, we will provide an estimate for your approval before proceeding with your machine.**

**LABOR: TRADITIONAL MACHINES \$90 / hour**

For repair submissions, our standard fees are \$90 for grinders and home-use equipment, and \$180 on most commercial espresso machines. **NOTE that if you send a partially dismantled machine that we must reassemble prior to being able to properly test, diagnose, and estimate your repair, you will be charged additional labor according to the added time.**

We'll apply 50% of the standard fee to your final bill should you have your machine repaired. If you agree to have your equipment repaired, a 50% deposit is required for estimates over \$300.

By consigning your equipment to us, you agree to all **POLICIES AND TERMS** as stated on our website. You may review them at [espressocare.com](http://espressocare.com) under Terms of Sales.

**Customer Signature**

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