

General Terms and Conditions of Sale valid until 13/08/2024

Caffè Italia – www.coffeeitalia.co.uk

1. SHIPPING INFORMATION

Caffè Italia grant a big network across Europe of service center partners which provide support across EU for any warranty issue. Please note: your warranty is for two years since the date you received the order, your warranty is registered with your order ID. In case you need support, just contact us by email us with a brief description of the issue, and some photos / videos, we will identify your closest service center provide you all the steps for the quickest resolution.

1.1 FOR CUSTOMER LOCATED OUTSIDE UK-EU

Caffè Italia never let you down: In case you are located outside UK / EU our company will still provide support with zoom call with our technicians, we will supply spare parts via DHL Express (three days delivery) and guidelines for reparation, in other cases we will provide you also physical support in place depending on the country you are based. We have many successful stories of reparation in remote areas across the globe, we are proud to give maximum help to all our customers.

1.2 DELIVERY INTO THE EU ZONE

For destinations inside EU member countries, shipments will be handled directly from our European warehouse so EU VAT will be applied and no tax or duties will be applied on delivery. Please consider the grand total in the checkout as the final price you will pay, you will receive the product with the proper country adapter and a final EU invoice. We ship across EU mostly with FedEx and UPS. Every shipment is covered by a full insurance for the entire value of the goods. We offer full insurance for lost or damage goods with a dedicated insurance company, a dedicated insurance service which will give you maximum security for your purchase and guarantee of safety and security during the delivery of your order.

1.3 DESTINATIONS OUTSIDE UK-EU

For destination outside UK and EU, system will automatically deduct the 20 % of Tax (this is indicated in the checkout with a note stating Discount -Shipping Discount) once you select your target destination country, system will then add the shipping cost to the grand total. Please note that for every destination outside UK/EU we will also supply the proper country adapter. We daily ship to Hong Kong, Singapore, Taiwan, Saudi Arabia, Qatar with proper country adapter. We always ship outside UK/EU with DHL Express Airplane fully insured during the delivery. The delivery time is 4 days with a full global insurance which will cover any possible transport damages or lost goods provided by a dedicated insurance company.

2. PAYMENT METHODS

We are using the most up to date technology in payment processing technology with VISA – Mastercard 3-D Secure 2.0 which is the maximum standard in quality existing. We are one of the very few companies choose by Amazon to use their payment technology. We work with Wise banking technology to speed up any transfer and guarantee a quicker delivery to you. We have limited use of Paypal due the high fee taken and limited amount of monthly transition but we still accept also this payment method.

- We are in coffee machine industry since 1987
- Guaranteed quality
- In Stock means in Stock
- We have big experience in the coffee sector thank to more than 40 years in this field and literally growth with the factories of coffee machine in the north of Italy
- Fully supports the full range of products. All items meet CE approval
- We love art & food coffee is in our DNA

3. LEGAL NOTE

3.1 TERMS AND CONDITIONS OF USE

By using this site or downloading materials from the website, you agree to abide by the terms and conditions set forth in this notice. If you do not agree to them do not use the website or download any materials from it. The contents are subject to copyright. All rights are reserved. Part or all of the contents of the website pages cannot be copied, reproduced, transferred, uploaded, published or distributed in any way without the company's prior written authorization, exception made for extracts for your personal use only.

3.2 DISCLAIMER

The information on this website may include technical inaccuracies or typographical errors and may be changed or updated without notice. The company will not under any circumstances be liable for any indirect and/or consequential damages related to the content of this website.

3.3 LAW AND JURISDICTION

For any dispute arising from these terms and conditions and activities covered thereto the Court of Treviso, Italy, shall have exclusive jurisdiction and the Italian laws shall apply. Shopping at Caffè Italia is absolutely safe, we use a successful and leading real-time secure credit card processing system, your credit card information is processed by the Bank servers and do not transit or reside in our servers or shopping cart server. Our website provides secure sockets layer (SSL) technology server encrypted connection at 256 bits for all forms of transaction. This technology works best when the Clients use Microsoft's Internet Explorer, Netscape Navigator, Mozilla Firefox or Safari.

4 RETURNS POLICY

Under the UK Distance Selling Regulations 2000, when you buy goods over the internet (or other distance medium) you have the right to cancel your contract at any time up to 14 working days after the day of receipt. You must notify us of your intention to cancel the contract, under these provisions, within the cancellation period and preferably in writing. You must take reasonable care of the goods whilst in your possession; and they must be returned promptly, and as far as is practicable in their original condition and packaging. You are entitled to remove the goods from their packaging for reasonable examination but you may be liable for any loss of value resulting from any damage or alteration caused whilst in your possession. Please be aware that the cost of returning the goods, under these provisions, is to be borne by you, and we strongly advise you return by recorded delivery and retain the proof of posting. Please note certain goods are exempted, such as goods made specifically to order, by the Regulations from the cancellation rights detailed above. You must contact us by email first, for returning instruction.

We ask if you could examine all goods delivered as soon as reasonably practicable after delivery, and notify us of any problem with the goods as soon as possible. We will have a claim if you paid the shipping insurance, against our couriers for any items they damage in transit while being sent to you, and therefore request that you keep all packaging with the goods in order to ensure such a claim is not invalidated. Upon arrival of the returned item, goods will be inspected by a dedicated engineer verifying that the product has been returned in its original conditions, cleaned and with all the accessories included. If the goods are in perfect status and nothing is missing we will apply you a full refund back to your card. All the goods must come back with their original box and with all the accessories included. Please be aware: if you do not sign your delivery as “unchecked” the shipping insurance will not cover any damage. If you want to return a product, please email us first explaining the reason of return, we will give you the return address or if you prefer you can use our DHL service ticket. The return ticket, can be easily paid online by credit card.

Beware: When the returned product arrives at our Logistic Department, goods will be inspected by a member of the logistic team to ensure that the product has been returned in perfect condition. You will receive a report about it. If the product arrives in less than perfect condition (for example, if it is scratched, dirty, or missing parts or accessories) the amount of the refund will be reevaluated to reflect the extent of the damages.

4.1 REFUND REQUEST

If you paid by credit or debit card from this website, your refund will be made directly to your credit or debit card within 30 days of your cancellation. If the product becomes faulty within 14 days from the date you received it, the product will be replaced for free without any cost to you. If the product becomes faulty after the 14 days have passed, the product cannot be replaced, it can only be repaired. Refund requests will not be accepted after 14 days have passed.

If you have any questions, please email us at support@coffeeitalia.co.uk

All products from Caffè Italia have 2 years of manufacture warranty, you can choose to buy an extended warranty service. The extended warranty can be maximum 4 years and will give you

the same as the standard free two years of warranty. Warranty covers parts and labor, it does not cover finishes, nor does it cover damage resulting from accident, misuse, abuse, tampering, or units that have been modified.

4.2 REPAIR REQUEST

If the item you received is defective and 14 days have passed since the day you received the product, please follow these instructions:

1. Contact our support@coffeeitalia.co.uk and write a report of the problem you have with your product.
2. We will study the case and if the product needs to be inspected by an engineer, we will give you your closest repair center

4.3 12 HOURS ORDER CANCELLATION POLICY

You have 12 hours from the time that you place the order to cancel it. If you wish to cancel the order after 24 hours have passed, please email us urgently with a formal request of cancellation and the reason of cancellation.

Note: we will refuse every parcel returned without our authorization.

For parcels sent for repair from a country outside of the European Union, the customer must indicate on the customs declaration that the goods have been sent for repair so they do not have to write the real value price of the goods.

4.4 DAMAGES INCURRED DURING SHIPMENT

Upon receipt of the goods, each package shall be systematically checked in order to detect and indicate in the delivery order any anomaly concerning the delivery. Any anomalies shall be reported in writing by signing the delivery parcel with reservation. If there is evidence of damage to the original packaging and to the purchased product, it is important that the anomaly is reported exclusively by e-mail to support@coffeeitalia.co.uk within and no later than 10 days from the date of shipment of the order. No complaint made using procedures other than this will be accepted.

You must include the following information with your exchange or repair:

1. Order number or copy of your electronic receipt
2. Your name and phone number
3. Your email address
4. The REASON for your exchange

We can only accept returns and exchanges for purchases made from us through our website.

1. Order ID
2. Invoice
3. Your name and phone number

4. Your email address

5. The reason for your return

We can only give full support for products purchased through our website. If you purchased your product from another company, we cannot offer you full FREE assistance.