ESPRESSO MACHINE REPAIR by STEFANO

<u>REPAIR SUBMISSION FORM</u>

Please write **CLEARLY.** To reserve a spot in our repair queue, you will need to **print, complete, sign, scan** and return a copy of this form to us. If shipping your machine in, please also include a hard copy 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:

IF YOU SHIP VIA FED EX, please ship signature required and no-Saturday delivery. Otherwise it may be delivered after business hours and left unattended.

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 $100 / hour

For repair submissions, our standard fees are $100 for grinders and home-use equipment, and $200 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 EMRStefano.com under Terms of Sales. If you are unable to access these online, we will provide an emailed copy upon request.

Customer Signature
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