

Coffee Equipment + Appliance Repair Request – REQUIRED

This form is required to be filled out and returned with your machine to insure rapid and accurate processing of your repair. Please attach a valid proof of purchase if unit is under warranty showing date of purchase from authorized reseller. Please note, eBay purchases are not covered under the manufacturer's warranty.

Proper shipping Instructions:

Please clean your machine and drain the boiler of any remaining water (to prevent freezing, which will damage the boiler) before shipping back to us. **Parts such as drip tray, water tank, dump box, lids, portafilter, baskets, etc DO NOT need to be sent unless otherwise requested or you feel there is a problem with them.**

All returns must be sent by a traceable method such as UPS, FED EX and insured for the purchase amount of the unit. We will not be responsible for units damaged in shipping or lost or for parts that should not be sent in. If you have any questions, please contact us at (201) 439-1700.

You are also responsible for return shipping charges. If you would like to know ahead of time how much it will be please contact us via phone or email: info@electra-craft.com to get a quote. Return shipping charges will vary depending on the dimensions and weight of the different models of machines and distance from the service center.

PLEASE READ: 50% of machines returned to the repair center suffer shipping damage from improper packaging by the consumer.

To prevent damage to your machine during shipping, please give extra attention to proper packaging. Coffee machines are fragile and some contain moving parts. We recommend a minimum of 2 inches of padding on all sides of the unit. Styrofoam peanuts or bubble wrap works best. Not newspaper! Please make sure the carton you use is double walled and in good shape if used. Remember the average delivery driver drops or throws boxes when nobody is looking.

Customer Information

Name: _____
Return Number (if given): _____
Email address: _____
Telephone Number: _____
Machine, make, model: _____
Serial Number: _____
Date of Purchase (if warranty): _____
Include proof of purchase if sending for warranty

Problems you are experiencing with the machine.

1. _____
2. _____
3. _____

Problems caused by lack of maintenance, user error or wear and tear from excessive use, are NOT covered by warranty. Service for these repairs will be billed at \$60 per hour plus any parts needed and shipping.

Your return shipping address:

**Please ship your unit to:
Electra-Craft (repair dept)
41 Woodbine Street
Bergenfield, NJ 07621**