



## REPAIR SUBMISSION FORM

Please print **CLEARLY** and include this completed form with your equipment

RA#: \_\_\_\_\_ DATE: \_\_\_\_\_

NAME:

BILLING ADDRESS (if different):

COMPANY:

STREET:

CITY, STATE, ZIP:

**E-MAIL:**

PHONE:

**EQUIPMENT MAKE, MODEL & AGE:**

INSURANCE VALUE FOR RETURN SHIPMENT: \$

**SYMPTOMS:**

You must include **ONE COMPLETE PORTAFILTER** (the most used one will be the best) with your machine so we can test your unit and to 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 \$125.00, we will provide an estimate for your approval before proceeding with your machine.**

**LABOR: TRADITIONAL MACHINES \$80 / hour**

To estimate repair charges, we charge a flat fee of \$80 for grinders and home-use equipment, and a flat fee of \$160 on most commercial espresso machines. We'll apply these fees to your final bill should you have your machine repaired. You must pre-pay the estimate fee by CREDIT CARD ONLY. On our website, you can find the estimate link on our home unit service page or search for **ESTIMATE**. 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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