

POLICY 2. WARRANTY, RETURNS AND REFUNDS

A. WARRANTY AGAINST DEFECT

Consumer Guarantees: Australia

Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Espressotoria® Machines Warranty Against Defect

We warrant that our Espressotoria® Machines will be free from faulty parts, manufacture and workmanship for a period of 24 months from the date of purchase from the Supplier.

We recommend you register your warranty online [<http://www.espressotoria.com/store/register/>] immediately after purchase.

To make a warranty claim in **Australia**, follow the steps in “How to Make a Warranty Claim in Australia” below.

Veloce Milk Frothers Warranty Against Defect

Our Veloce Milk Frothers come with a warranty against defect for a period of 12 months from the date of Purchase from the Supplier.

To make a warranty claim in **Australia**, follow the steps in “How to Make a Warranty Claim in Australia” below.

Instruction Manuals

Please click on the below links to view a PDF version of the following Instruction Manuals:

Espressotoria Adesso Coffee Capsule Machine Instruction Manual

Espressotoria Adesso Coffee Capsule Machine Quick Start Guide

Veloce Milk Frother Manual

How to Make a Warranty Claim in Australia

If you have a warranty claim:

1. Contact us

- By telephone:
 - General Enquiries: (+612) 9748 0299
 - Espressotoria Machines: 1300 393 895
- In writing to:
 - Email: marketing@vittoriacoffee.com
 - By mail:

Attention: Marketing Department

118 Wetherill Street

Silverwater, NSW, 2128

AUSTRALIA

2. Provide a description of the Goods, an explanation of the defect(s) and your personal details (including full name, contact number, postal address and email address).
3. **Proof of Purchase:** You must also keep and provide your purchase docket, tax invoice or receipt as best proof of purchase, and as proof of the date on which the purchase of the Goods was made.

Each Warranty Claim will be assessed on a case by case basis. The remedies listed at “Consumer Guarantees – Australia” are not available if the damage was caused by you/another person being careless; or you/another person were misusing the Espresso[®] Machine(s), Veloce Milk Frother(s) or any of our other products; or you/another person were not correctly following the Instruction Manuals. The Espresso[®] Machine(s) and/or Veloce Milk Frother(s) warranty will not cover defects caused by non-genuine Espresso[®] capsules in the Espresso[®] Machine(s), or defects resulting from accident, misuse, improper maintenance, or normal wear and tear of the Espresso[®] Machine(s) and/or Veloce Milk Frother(s).