

REPAIR ORDER FORM:

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. **DO NOT send GLASS or any accessory parts with the unit. For Fully Automatic espresso units, please send complete with all parts so we can test properly.**

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 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. Please use bubble wrap or Styrofoam peanuts to wrap your unit for protection from damage.

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 \$65 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**

A \$30 Estimate fee MUST be included with all repairs out of warranty. This will be applied and deducted from the cost of repair.