

SPARE PARTS STATEMENT

Unic USA is committed to providing our customers with the highest level of support - an espresso machine can only be as good as the people who stand behind it.

We take great pride in offering a 10-year guarantee of availability* for Unic spare parts. If the serial number of your Unic espresso machine dates its production to any time in last decade, spare parts are available. Additionally, we promise 100% accuracy of your spare parts order, when submitted per the following ordering guidelines. If we make an error in the fulfillment of your order, we will cover shipping and part replacement costs to correct our mistake. To qualify your order, please adhere to the following policy.

SPARE PARTS POLICY

ORDERING

Spare parts orders must be in writing and submitted by either of the following channels:

Email: unic.usa.parts@unic-sa.com
Fax: 1-425-353-3918

Spare parts orders must include the following:

- Customer information
 - Company name
 - Billing address
 - Contact person
 - Contact phone
 - Contact e-mail
- Delivery address
 - Contact person
 - Contact phone
- PO number (if applicable)
- Expected date of delivery – see *SHIPPING AND HANDLING* for further details
- Factory spare part number(s)
- Requested quantities

We require a minimum order value of \$25.00 for processing. This may include domestic or international handling fees, but does not include shipping charges.

Spare parts catalogues and technical reference materials are available for download from our website Technical Center.

If you require assistance determining which parts you may need, our technicians are available to help. Please contact our Technical Service Department for guidance before submitting your written order. Have the equipment model and serial number ready before calling.

DISCLAIMER:

WHILE WE ARE HERE TO HELP, UNIC USA DOES NOT ACCEPT RESPONSIBILITY FOR REMOTE TECHNICAL SUPPORT, WHETHER WRITTEN OR VERBAL. RECOMMENDATIONS ON SPARE PARTS AND SERVICE PROCEDURES ARE MADE BASED SOLELY ON INFORMATION RECEIVED AND CANNOT BE GUARANTEED.

SHIPPING AND HANDLING

Spare parts orders submitted before 14:00 PST are usually processed same day – larger orders may take an additional 24 hours. When parts must come from our Factory warehouse, additional fulfillment time is required. In these cases, we will notify you and provide an estimate of when to expect delivery.

ALL ORDERS ARE SUBJECT TO A \$5.00 DOMESTIC, OR A \$10.00 INTERNATIONAL, HANDLING FEE.

Our preferred shipping providers are United Parcel Service (UPS) and FedEx. Unless otherwise specified, orders will be shipped economy/ground to the provided delivery address. If you require use of your own UPS or FedEx account, please make note on your written order and be sure to provide the necessary information – handling fees still apply.

Delivery dates, written or verbal, cannot be guaranteed. Parts availability, parcel carriers, weather and other factors may affect the timeliness of delivery. Delivery delays do not constitute reason for order cancelation (all or partial) without applying restocking fees of canceled items.

RETURNS

For all returns, warranty or otherwise, please contact Unic USA via phone or email to obtain a Return Merchandise Authorization (RMA) number. A return form is available for download from our website Technical Center. Complete and include this form with the item(s) being returned via pre-paid post to:

UNIC USA CORP.
ATTN. RETURNS DEPT.
12407 MUKILTEO SPEEDWAY
STE. 250-B
LYNNWOOD, WA 98087

Warranty claims will be assessed by our Technical Service department and, if found faulty due to manufacturers defect, the original purchase price of the item(s) will be credited to your account.

All other returns are subject to a 20% restocking fee except:

1. When received part(s) is damaged in transit. Credit is subject to carrier investigation and dependent on proof of damage at time of delivery including, but not limited to, pictures, carrier notes, etc.
2. When incorrect part(s) is received due to our error. Please include a copy of the receipt for return shipping costs incurred, as you will be reimbursed in the form of credit to your account.
3. Special order items, of which all sales are final.

For refund eligibility, returned items must be in new condition and received by Unic USA within 30 days of the date shown on original invoice. Please follow return form instructions closely, as items received without proper documentation will be rejected.

*Limited to availability of stock on-hand; some parts may require special order.

Rev. 10/18/2016 – Unic USA reserves the right to change or modify policies outlined herein at any time and without notice.