

A S T O N

Aston Espresso Machines

Terms and Conditions of Sale

By placing an order at Aston Espresso Machines you agree to all of our terms & conditions presented on this page. We have covered our terms & conditions in categories below for your convenience. Please read our terms & conditions fully as we cover in detail the coverage for warranties, installation, our privacy policy and other website and non-website related conditions.

Warranty

Various Machine Warranty options may be available to choose as a free or paid add-on. Please refer to Aston Espresso Machines for details of coverage and what's included.

Aston Espresso Machines warranties are available for specific goods that are supplied to a UK mainland address – this will include any warranty add-on selected by you at the point of ordering. No other warranty will be given unless specified (this does not apply to the standard manufacturer warranties). All machine warranties will be valid immediately from the date of invoice, provided that the products have been correctly installed, serviced and maintained in accordance with the manufacturer's specification and used correctly in accordance with the manufacturer's manuals and/or instructions.

Products sold with a "return to base" warranty are subject to the responsibility of the customer to both return the goods to our workshop and arrange the goods to be delivered back. Alternatively, we can arrange collection and delivery of the goods using our trusted couriers, however, this will be at the expense of the customer.

Warranties do not cover normal wear and tear or where the goods have not been used for the purpose for which they were intended by the manufacturer. Negligence and incorrect use will automatically void any warranties at the customer's own expense. Refunds will not be issued for add-on warranties that have been invalidated due to any of the above reasons.

If the equipment is found to be covered under warranty, subject to the applicable terms & conditions, Aston Espresso Machines will honour for the equipment to be repaired on-site or in our workshop depending on the selected warranty add-on conditions.

Any on-site or extended warranty is given to the original purchaser of the goods, registered only to the delivery address on your order and is not transferable.

Warranties will not apply if the goods have been altered, damaged, misused or disassembled, or if any of the seals have been broken or tampered with or where the goods have been damaged by smoke, fire or water. This warranty will also be void if the breakdown is due to lime scale and other stated reasons for invalidation.

Warranty Inspections

In the event of a failure or breakdown of the goods supplied within the warranty period, you must inform us as soon as you become aware of the defect or failure and in any event before the expiry of the warranty period. Aston Espresso Machines will not accept responsibility for any defect or failure of the goods notified after the expiry of the warranty period whenever the defect or failure occurred.

Following notification of an issue or defect, technical advice may be offered as a solution to rectify basic issues. If technical advice cannot enable you to correct the issue, Aston Espresso Machines will arrange to have the equipment returned to our service centre for examination. Our authorised engineer will then advise you whether or not the defect or failure notified falls under the terms of this warranty. If the defect or failure does not fall within the terms of this warranty you will be charged for our authorised engineer's time. If you then instruct us to carry out the repairs advised you will be responsible for the payment of all charges for parts and labour. Aston Espresso Machines will not accept any responsibility for the costs of any repairs not covered by the terms specified in the warranty.

We reserve the right to require a debit or credit card or other payment in advance of £125+VAT before arranging a warranty inspection. The payment will be refunded if the fault is covered by the warranty but we will retain the payment if the fault or defect is not covered by warranty or the fault has been caused by incorrect installation, damage, misuse or lack of maintenance including descaling, cleaning and any other reason mentioned above.

If the defect or failure of the goods falls within the terms of this warranty, we will repair the goods or replace them at our discretion.

All inspections and repairs carried out during the warranty period must be carried out by an engineer authorised by Aston Espresso Machines. Any work carried out by anyone other than our authorised engineer will immediately invalidate this warranty whether or not the fault or defect would otherwise be covered by the terms of this warranty and Aston Espresso Machines will accept no responsibility in respect of any charges for labour, parts or repairs carried out by anyone other than our authorised engineers.

Aston Espresso Machines will not under any circumstances accept any liability or responsibility for any loss of goods, trade, product or any other consequential loss which might arise out of or as a result of any defect or failure of the goods supplied.

Warranty & maintenance cover will not cover any abuse, misuse, negligence or non-cleaning related service visits.

Aston Espresso Machines will not under any circumstances accept any liability for call out charges or for charges for repairs where no fault has been found with the goods supplied or where the fault is not covered by this warranty or where the call out charge or repair charges is submitted by anyone other than our authorised engineer.

Nothing in this warranty will serve to increase or extend the warranty given to Aston Espresso Machines by the manufacturer of the goods supplied and the liability under this warranty is limited in scope and extent to the terms of the warranty given to us by the manufacturer of the goods supplied.

Machine Installation

Installation options may be available to choose for certain models and the service will be offered as an add-on option. Please refer to Aston Espresso Machines for details of coverage and what's included.

Machine installations are subject to the selected add-on at the time of purchase and is dependent on the additional add-ons and individual product purchased. Coverage of installation is UK Mainland only. An installation booking can take up to 14 days subject to the customer's address, type of machine and required service/s. Installations can only take place if the premise of installation is completely prepared in apparatus and all other requirements. If an Aston Espresso Machines installer reaches the premise to find the requirements incomplete. The installation will not be refunded and an admin fee will be payable for a second installation booking to be made. Requirements for installation will be covered in detail and will be re-enforced by our engineers who will be in touch shortly after the customers purchase date.

All our machines will come fitted with a UK plug or EU Plug which may require an adaptor, any information not on our website should be requested prior to purchase if a customer is unsure. If you will be installing the equipment outside the UK, you may require certain power changes to be made due to differences across the world. We cannot accept liability for a machine not compatible with your local power requirements.

Any installation done by the customer or engineer may void warranty if installed incorrectly, this is why we recommend approved engineers or our own.

Returns Policy

Aston Espresso Machines prides itself in its great customer service and flexibility. We allow customers to return most eligible product/s purchased within 30 days of receipt (some examples of non-eligible products include perishables, consumables and any other products that the law exempts). Items purchased wanting to be returned must be in line with our policies. Details are available on request.

Some products are not covered in our returns policy such as consumables or perishables. These products are outside the scope of returns due to the very nature of the products. Food, drink and other perishable products cannot be returned.

All our electrical products will come fitted with a UK plug or EU Plug which may require an adaptor, any information not on our website should be requested prior to purchase if you are unsure. We cannot accept liability for a machine not compatible with your local power requirements. All machines will be compatible to be used in the UK but may require adaptations for use anywhere else.

To process a return, you must fill in a returns form available on request from our sales admin team. Aston Espresso Machines will then send over a returns authorisation to be attached to the return.

Returns are subject to approval. Under fair circumstances, returns will be approved and processed, for trade customers, returns are accepted for change of mind, but **a restocking fee of up to 20% may apply**. Consumer rights do not apply to Business-to-Business orders via a trade account. However, we will be fair to all trade customers where possible at the discretion of management.

Payments

Aston Espresso Machines accept multiple forms of payment, including direct bank transfer and online through merchant providers. Several credit/debit cards are accepted through our payment gateway.

Retention of title; ownership transfers to the customer from the time payment is made in full, not at the point of collection; or delivery to the customer. If a payment fails or goods/services are unpaid for and the goods/services were provided to the customer, Aston Espresso Machines reserves the rights to request payment to be completed directly or through a third-party collection service; or to collect the goods from the customer in the same manner. Failure to comply to our terms and conditions may result in court proceedings and further legal action. To avoid litigation action, please ensure all goods/services invoiced and fulfilled are paid in full.

Delivery

Delivery services, speed and other details are provided in good faith but are subject to change. Aston Espresso Machines cannot be liable if you are not present to accept a delivery. If a delivery has been unsuccessful due to this, a re-delivery could be made up to 3 times or a collection can be arranged – If the customer is still not there to accept a delivery. A re-delivery will have to be arranged at the customer's expense. All dealings with deliveries should be made directly with the delivery provider by you, the customer, using their unique tracking ID and order details. Please make sure you are present for a delivery to avoid any delays caused by this. It is your responsibility to report any non-deliveries immediately, within 48 hours of being notified an order has been delivered, a claim may need to be put through for non-receipt.

You must remain proactive during the period so we can resolve the issue within the required timeframe – if you do not notify or keep us informed of a non-delivery, we will assume the order has been delivered and it cannot be re-opened as a non-delivered item. You must inspect the delivery at the point of interception for any damages. Any claims for damages in courier will not be accepted if this has not been mentioned to the courier at the time of delivery and reported to Aston Espresso Machines at that time. All products are packaged securely and safely to avoid any damages in courier.