**Return Policy**

Included below are our policies which govern shipping damage, exchanges, and returns. If you have any questions on these policies, please don't hesitate to call us toll free at 855-693-4677.

**Delivery Policy** (Within 5 Days of Delivery)  
Please report damaged, missing, defective or malfunctioning merchandise immediately and no later than 5 business days of delivery.

**Damaged Merchandise**  
Items are carefully packaged to protect against damage during shipping. Please thoroughly inspect your package when it arrives for any shipping damage. If an item appears to be damaged, do not attempt to use it and notify us immediately so that we can begin the claims process.

**Missing Merchandise**  
Please note that we often ship orders in multiple packages. However, if the items are apparently missing from your order, please report it to us immediately so we can track packages and replace the shipment if necessary.

**Defective or Malfunctioning New Merchandise**  
If any item is not working properly, please contact us immediately so that we can send a replacement. All replaced items will have a new 5 day return window extended to it, or the remainder of the return window from the original purchase, whichever is longer.

**Exchange and Return Policy**  
Domestic machines that are drop shipped are eligible for return within 30 days of the ship date. Shipping and handling fees will not be reimbursed. If Rocket Espresso USA technicians determine a machine to be damaged or defective past the point of repair by the customer, we will provide a swap within the 30 days of ship date. *C*​*ommercial units or machines being used commercially are not eligible for return​*.

**How to Request an Exchange or Return (As a Dealer)**  
You must first obtain a Return Merchandise Authorization (RMA) number from us for your exchange or return to be accepted. Contact us by email and let us know why you'd like to return the machine—we'll help you determine if there is an exchange that will better suit your needs We will send an RMA email to you with detailed instructions on exchanging or returning your merchandise

**How to Request an Exchange or Return (As a Customer)**If you did not purchase your machine directly from Rocket Espresso USA, please contact the vendor from whom you purchased. We will work directly with them to assist you.

**Espresso Machines and Grinders**  
Machines must be received in 'Like New' condition. If your equipment arrives in this condition, we will refund your original payment method the full purchase amount less our original shipping & handling costs. Equipment that is not received in this condition will be assessed for damage and may be subject to restocking fees.  
Note: *Espresso machines that have been modified or customized (such as a self-installed flow controls or plumbing adaptation) are not eligible for return.*

**Non-Consumable and Accessory Items (non-electric)**We will take back unopened, unused non-consumable items. We will apply a credit to your original payment method in the amount of the price paid minus any shipping & handling costs, if applicable. Parts and filters are not eligible for return.

**What is 'Like New' Condition?**  
When returning a machine to us, please make sure that it will arrive to us in 'Like New' condition, which we define as the following:

• All Original Components Intact: You must return every original component of the machine, such as the original packaging, drip tray, portafilter, filter screens, filter baskets, user manuals, tampers, USB drives, scoops, etc. Basically, if it came in the box, send it back.

• No Scratches, Dents or Stains: The machine and all components must be free of any surface marring.

• Thoroughly Cleaned: The machine, all parts and components must be absolutely clean and free of any coffee grounds, water and/or milk residues.

If you have any questions regarding how our returns work, please do not hesitate to contact us -- we are always happy to discuss this with you!

Updated: 8.31.23 sales@rocket-espressousa.com 855-693-4677