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## **ESPRESSO MACHINE SHIPPING INSTRUCTIONS**



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Thank you for choosing Services Unlimited, Inc. to service your espresso machine. Please follow these simple instructions when sending your machine to us.

Pack your machine properly cushioned inside a sturdy box. Please use the original packaging, if available. Place the original box inside another box with some packing between the outer and inner box. If you do not have the original packaging, we recommend that you take your machine to a professional packaging store.

If you choose to pack it yourself, please use a strong carton that is big enough for the machine. If you are using Styrofoam Peanuts to pack, then place the machine inside a large plastic bag and tie it. Use heavy duty large bubble wrap (the small bubbles are not sufficient) and fill the empty spaces of the carton with Styrofoam peanuts. Shake well & add more peanuts if necessary. The machine should not be loose inside the box.

Services Unlimited, Inc can not be responsible for any shipping damage either inbound or outbound. Any claims must be made directly through your carrier.

Ship your machine via **UPS/ Fedex/ DHL**. **DO NOT SHIP VIA U.S. MAIL**. Cover insurance for shipping damage. Keep your tracking number. Track your machine by calling directly the carrier used. We kindly request that you use your shipping service to verify our receipt of your machine as the number of phone calls we receive only delays the repair process.

**Send your machine to:**

**SERVICES UNLIMITED, INC.**

**209 Walnut Street**

**LANSDALE, PA 19446**

**215-361-7000**

Send this form back with your machine. Make sure that we can find it as soon as the box is opened. Place it just under the flaps or tape it well to the outside of the box. Please keep in mind that many of the machines that we service look alike. This note is the only way we can identify yours. If you take your machine to a packaging/shipping store many times the return address on the box will be their address, not yours. Please ensure this note is placed just under the flaps of the carton.

Machines are serviced in the order that they are received. Please allow 2-3 weeks from the time we receive your machine. You will be called with a repair estimate for approval. Only when you decide to not have the machine fixed for the estimated cost of repair, you will be billed \$85.00 as the cost for diagnosis plus return shipping charge. The cost of repair can be paid by MasterCard/Visa/Discover (We do not accept American Express). Your machine will be completed within 24-48 hours and shipped back to you.

Please note, if we do not receive confirmation 30 days after the date the estimate is given any machine left for or more will be considered abandoned.

Your name \_\_\_\_\_ Company Name \_\_\_\_\_

Street Address \_\_\_\_\_ City State \_\_\_\_\_ Zip code \_\_\_\_\_

Phone: Day \_\_\_\_\_

Evening \_\_\_\_\_

Cell \_\_\_\_\_

**Please write below a brief explanation of what is wrong with your machine.**

Make & Model of machine \_\_\_\_\_

Serial Number \_\_\_\_\_

Date Shipped \_\_\_\_\_ Your e-mail \_\_\_\_\_

Signature \_\_\_\_\_