

Warranty Policy

Technivorm-Moccamaster USA Inc. Limited Warranty

Technivorm-Moccamaster USA Inc. ("Moccamaster") provides this Limited Warranty for your Moccamaster brewer ("Brewer"), as well as any Moccamaster carafe, coffee grinder, brew basket, carafe lid, outlet arm, coffee mug, bag sealer, measuring spoon, canister and filter holder ("Accessories," and collectively, Brewer and Accessories are referred to as "Product"). Subject to the conditions set forth herein, Moccamaster warrants (i) a new Brewer to be free from defects in material and workmanship at the time of your original purchase for a subsequent period of five years, (ii) a refurbished Brewer to be free from defects in material and workmanship at the time of your original purchase for a subsequent period of one year, and (iii) new Accessories to be free from defects in material and workmanship at the time of your original purchase for a subsequent period of 90 days (the "Warranty Period"). If, during the Warranty Period, a Product fails to operate under normal residential use due to defects in material or workmanship, Moccamaster will, at its sole discretion, replace or repair the non-functioning Product in accordance with the terms and conditions stipulated herein. Moccamaster may charge a handling fee for a returned Product which is not covered under the Limited Warranty.

1. Any claim under this Limited Warranty must be made within 30 days after a failure has been identified ("Claim Period"). The failure to make a claim during the Claim Period voids this Limited Warranty.
2. This Limited Warranty is not transferable and may only be invoked by the original Product purchaser.
3. The Limited Warranty is valid only if (a) the original receipt specifying the date of purchase, and (b) the proof of purchase consisting of the original packaging UPC code (collectively, "Limited Warranty Documentation"), are presented with the Product covered by the Limited Warranty. Moccamaster reserves the right to refuse to honor this Limited Warranty, if the Product Information has been removed or changed after the original Product purchase.
4. If Moccamaster replaces or repairs the Product, then the replaced or repaired Product will be covered by this Limited Warranty for the remaining time of the original Warranty Period. Repair of Products may involve the use of functionally equivalent reconditioned parts at Moccamaster's sole discretion. Returned parts or components will become the property of Moccamaster.
5. This Limited Warranty does not cover any failure of the Product due to the following: (a) misuse and non-customary use, (b) use not in accordance with the Moccamaster Instructions, (c) improper maintenance including lack of descaling, (d) improper storage, or (e) accidental damage.
6. This Limited Warranty is VOID if a service provider not authorized by Moccamaster services your Product.
7. Products returned under this Limited Warranty must be returned in the original packaging or as otherwise instructed by the Moccamaster. Failing to do so voids all warranties.
8. The customer is responsible for the cost of shipping any defective Product to Moccamaster, and Moccamaster will bear the cost of shipping the replaced or repaired Product to the customer.
9. **THE EXPRESS TERMS OF THIS LIMITED WARRANTY ARE IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE HEREBY DISCLAIMED TO THE FULLEST EXTENT PERMITTED BY LAW. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU. IN NO EVENT WILL MOCCAMASTER, ITS DISTRIBUTORS, OR ITS RESELLERS BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR COMMERCIAL LOSS, TO THE FULL EXTENT THOSE DAMAGES CAN BE DISCLAIMED BY LAW. THE REMEDIES PROVIDED UNDER THIS LIMITED WARRANTY ARE EXCLUSIVE.**
10. This Limited Warranty is governed by the laws of the State of New York without regard to its conflict of laws provisions. The United Nations Convention on Contracts for the International Sale of Goods does not apply.

Returns: If you believe your Product is defective, return it to your point of purchase within the first 30 days or email info.us@moccamaster.com or call Moccamaster Customer Service at 1.855.662.2200 and request a Return Merchandise Authorization (RMA) and return instructions. For out of warranty service requests, email info.us@moccamaster.com or call Moccamaster Customer Service at 1.855.662.2200.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.

