

Gaggia USA Policy & Procedures

Returns

If you are not fully satisfied with an item you have purchased from the Gaggia USA website, we can accept returns within 30 days. You will be refunded the original purchase price of the item, minus shipping and handling fees. **Please note: All sales of food items and parts are final and nonrefundable.**

Contact your Gaggia USA representative to initiate a return. Before returning an item, you must obtain a Return Merchandise Authorization from our customer service department. Returns will not be accepted without a Return Merchandise Authorization. You can contact our customer service department at 1.888.389.4123 ext. 5152 to receive an RMA#. All items must be returned, undamaged, at your own expense. They must be in the original box with the original packing slip all packaging materials, shipping labels, and any other items that arrived with it.

If the item you wish to return was a gift, you must provide proof that the item was originally purchased from the Gaggia USA website. Gaggia USA cannot accept returns purchased from other retailers.

Once your return has been processed, your credit card will be credited within one billing cycle for the purchase price of the item, minus shipping and handling fees.

Damage from Shipping

Make sure to check your package when it first arrives. If you see any damage from shipping, please call us at 1.888.389.4123 ext. 5152 to report this damage within 15 business days of receiving the package. Do not use the product and keep track of all packaging and other items that came with the product. These items are needed for the shipping company to verify the contents of the product and inspect the damage.

New Product Performance

If the product you received does not work properly, you must contact our customer service department within 5 business days to report the product as defective. Customer service representatives can be reached at 1.888.389.4123, option 2.

These return policies apply solely to items purchased through the Gaggia USA website. Any items purchased through another retailer are subject to the return policies of that retailer.

Gaggia Espresso Machine Warranty Information

Warranty: one-year parts and labor through Gaggia USA. Any machines taken out of the United States are void of their warranty. A shipping and handling fee will be applied to all warranty repairs and replacement parts. Warranties do not extend to accessory parts or normal-wear parts such as gaskets, portafilter handles, baskets, pannarello wands etc. Gaggia Milk Islands included with espresso machines at the time of purchase are covered under the warranty.

Please note most of the machines we sell are tested at the manufacturing facility, therefore, you may find residual coffee or water in/on new machines. Warranty questions can be directed to Gaggia USA at 1.888.389.4123.