



aLatteHotte Complimentary Maintenance Form

Please complete the form below and include in the box with your machine.



Follow these steps:

- 1** Include a Copy of your original sales statement. You can login to your account on our website to reprint your statement. Simply visit our website and select Previous Orders, then choose "View Printer Friendly Version" and print.
- 2** Package your product in a protective box, double-box your machine if you can. UPS can do this for you at a UPS store. **Our address is at the bottom of this form. Insure your Espresso Machine, for full value.**
- 3** Send your package by any method you choose. **FedEx and UPS** are the golden standard. Retain your tracking number so that you can check the progress of your shipment online.
- 4** Simply wait to hear from us. We will notify you via e-mail upon arrival at our service desk. We will take care of your product as soon as it arrives, most repairs and service procedures have a 24-48 hours turn-around. If you are in the Los Angeles area, you are welcome to drop off your product and take home a loaner machine. Our Drop-off and Pick-up hours are as follows: *Monday-Friday 8:00am to 4:45pm, Saturday, 8:30am to 3:45pm*

Please complete the following:

Full Name	Street Address
Telephone	City and State
e-mail	Zip Code

Before sending your unit, make sure the drip tray is in the full UPRIGHT position on all Talea, Primea and Odea models. If not, the drip tray support could break resulting in a potentially expensive replacement part. This form is for General Maintenance only, if you are having a serious problem with your machine, or your machine may need parts, additional charges will likely be incurred depending on circumstance, aside from any warranty held on the machine.

My Original Order number is:

About shipping your product to our facility:

Please package your product using bubble-wrap to insure safe arrival at our facility.
Ship to: **aLatteHotte, 17107 South Figueroa Street, Gardena CA 90248**

Optional product trade-in:

You have the option to trade your machine in for a new product. We will simply assess your machine and apply the trade-in value towards the purchase of a new product. You will also receive a percentage off on a new product, depending on class. Simply e-mail rob@alattehotte.com for trade-in assessment information. Product trade-in sales do not include promotional sales items and/or starter kits; however, JavaPoints are still applicable.

aLatteHotte Return Shipping Policy

When you are informed by our service center via e-mail that your machine is ready to be returned to you, you may then login to our website to pay for return shipping. Simply follow the instructions in the e-mail that is sent to you.

Payment Information

Visit our website at www.aLatteHotte.com and click on **SERVICE CENTER** at top, then choose "Login and Pay for Service"