



# aLatteHotte service request form

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



### Follow these steps:

- 1 Create an account at [www.aLatteHotte.com](http://www.aLatteHotte.com) if you have not already done so. Simply visit our website and select "Log in or Create an Account" at right to begin.
- 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.**
- 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, 9:45am to 11:45am*



### Please complete the following:

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

**Please Describe the problem you are having**

Sign in the box below



### Repair Product

Repair/Replace parts and return machine to proper working order. General Maintenance will also be performed at no additional charge. Fee for service is \$85 flat rate (no hourly charge), plus any parts necessary for repair. You will be responsible for return shipping charges in addition to the service invoice for repair. We use factory shipping cartons, double-boxed, and fully insured through our shipping carrier for your protection.

### 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](mailto: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 Service Policy

All products serviced by aLatteHotte carry a full **six month repair warranty** that guarantees workability and parts. aLatteHotte only uses genuine factory parts. You will receive a quote for the repair upon the arrival of your product. Generally all products are repaired and returned to our customers within 24-48 hours of reception at our facility.

### Payment Information

Visit our website at [www.aLatteHotte.com](http://www.aLatteHotte.com) and click on **SERVICE CENTER** at top, then choose **"Login and Pay for Service"**

