

WARRANTY INFORMATION

LIMITED WARRANTY

These Warranties are made by Astra Manufacturing (“Astra”), 127 Ambassador Drive, Suite #147, Naperville, IL 60540.

This warranty information and restocking policy applies to all Astra espresso machines, steamers, accessories, and parts. Astra offers its Customers a 1-year labor warranty (within the U.S.) and a 2-year parts warranty against any defects in materials or workmanship. Warranty coverage starts from the date of mail delivery of the Product by Astra. These Warranties are not transferable. Warranty parts or labor shall only be covered if authorized by Astra.

Normal wear-and-tear of parts is not covered, including wear-and-tear of gaskets, O-rings, plastic knobs, handles, filters, electro-valves, sensors, and pumps. These Warranties do not cover any damage caused by misuse or abuse, faulty electrical connections, dirty water, scale build-up. If the Product is used differently than set forth in Astra’s operating instructions or from its intended use, then these Warranties shall be null and void. If the Product does not bear an authorized Astra serial number or is in possession of companies or persons other than the original registrant, these Warranties shall be null and void. Astra will replace or repair, at Astra’s option, any major component of the Product if that component is defective when shipped from Astra.

In order to be eligible for service under this warranty you MUST complete the warranty registration form by mail or at <https://www.astramfr.com/warranty> within 10 days of installation. Warranty claims must be made as soon as reasonably possible after a defect is discovered, but before the end of warranty coverage.

If something goes wrong with your Product, contact Astra Customer Support at (877) 340-1800. Astra must be contacted prior to return of any warranty covered part for Astra’s warranty authorization. You may be asked to return defective parts or submit photographs for Astra’s inspection. There is no charge for inspection. If Astra confirms the defect and approves the claim, Astra will elect to replace or repair such parts without charge.

If you are required to return defective parts, transportation charges must be prepaid. All warranty replacement parts will be sent to the purchaser when necessary, freight or postage collect. Manufacturer reserves the right to change or alter, at any time and without notice, the terms of these Warranties. Please see the Astra Manufacturing website for complete and up-to-date warranty information.

Re-stocking Policy. Products must be in new, unused condition and be returned with all original and unused packaging and components. Once received and inspected, a credit will be issued to purchaser for the net purchase price, less a 35% restocking fee.

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The Customer and/or any user shall be solely responsible for the selection, installation, use, efficiency, and suitability of the Product and Astra bears no liability consequently. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.