

## WARRANTY DOCUMENT

### Grind One Nespresso® Compatible Pod Machine

Congratulations on your purchase of the Grind One Nespresso® Compatible Pod Machine. We are confident that you will enjoy the convenience and high-quality coffee experience it provides. This document outlines the terms and conditions of the one-year warranty that accompanies your machine. Please read it carefully.

#### 1. Warranty Coverage:

Grind Coffee Roasters Ltd (referred to here as "the Company") warrants that the Grind One Nespresso® Compatible Pod Machine (referred to as "the Machine") is free from defects in materials and workmanship for a period of one (1) year from the date of purchase.

#### 2. Warranty Terms:

- a. This warranty is valid only for the original purchaser of the Machine and is not transferable.
- b. The warranty covers the repair or replacement of any defective parts or the entire Machine, at the Company's discretion, without charge.
- c. The warranty is applicable only when the Machine is used according to the instructions provided in the user manual.
- d. The warranty is void if the Machine has been subjected to misuse, neglect, accidents, unauthorised repairs, or any modifications not authorised by the Company.
- e. The warranty does not cover normal wear and tear, including but not limited to scratches, stains, or damage caused by improper handling or maintenance.
- f. This warranty is applicable within the country of purchase and may vary in other countries. Please consult the local authorised distributor for specific warranty terms and conditions.

#### 3. Exclusions:

- a. This warranty does not cover any issues or damages caused using pods other than Grind Home Compostable pods. The Machine is designed for use with Grind Home Compostable pods, and any damage resulting from the use of incompatible pods is not covered under this warranty.
- b. The warranty does not cover any accessories, such as cups or other consumables, included with the Machine.

#### 4. Making a Warranty Claim:

- a. In the event of a defect covered by this warranty, please contact the authorised service centre or customer support at [shop@grind.co.uk](mailto:shop@grind.co.uk).
- b. Provide proof of purchase, including the date of purchase and the purchase receipt, when making a warranty claim.
- c. The Company may require you to return the defective Machine or parts for inspection or repair purposes.
- d. All costs associated with transportation or shipping of the Machine or parts for warranty claims shall be borne by Grind Coffee Roasters Ltd within the (1) One year warranty period.

#### 5. Limitation of Liability:

- a. The Company's liability under this warranty is limited to the repair or replacement of the defective Machine or parts as mentioned in section 2(b).
- b. In no event shall the Company be liable for any indirect, consequential, or incidental damages arising from the use or inability to use the Machine, including but not limited to loss of profits, loss of business, or any other financial loss.

## 6. Machine Return and shipping

- a. If your Machine needs to be returned to Grind for repair under warranty, it is essential to package the Machine securely and appropriately to prevent any damage during transit. Grind will not be liable for any damage caused during shipping.
- b. Please ensure that the Machine is boxed up safely and adequately protected with suitable packaging materials to minimise the risk of damage.
- c. It is recommended to use the original packaging, if available, or a packaging method that provides comparable protection.

Please keep this warranty document, along with the original purchase receipt, in a safe place for future reference. The warranty is void if this document is altered or tampered with in any way.

For further assistance or inquiries, please contact Grind Customer Support at [shop@grind.co.uk](mailto:shop@grind.co.uk).

This warranty is in addition to any rights you may have under applicable consumer protection laws, which may vary depending on your jurisdiction.

Grind Coffee Roasters Ltd.