

# Grind Coffee Pod Machine Warranty



## What is Covered

Grind Coffee Roasters Ltd and our various affiliates including Grind & Co Ltd and Grind Holdings Ltd and others (hereinafter "Grind") offers a 1-year limited commercial guarantee ("Guarantee") for Grind One and Grind Two coffee pod machines against defects in workmanship and materials. During the Guarantee period, Grind will repair or replace a defective product at its sole discretion.

## How Long Does this Coverage Last?

Grind guarantees this product for 1 year from the date of original purchase of these products.

## Who is Covered?

Grind grants this Guarantee only to the first-time purchaser (end consumer). The Guarantee will not be transferred upon resale to subsequent owners or purchasers. If a product is replaced under the Guarantee, the original guarantee period will not be extended. The guarantee period starts with the invoice date of the original purchase.

Grind products covered by this commercial Guarantee are intended for private household (non-commercial) use only. Any other use, including, without limitation, (i) any corporate, commercial (B2B), office, shop and/or store usage of Grind products and (ii) purchases made under invoices that exclude the VAT from the total amount, shall not be covered by this Guarantee.

In addition, for goods purchased online from our Grind, consumers have certain rights to withdraw their purchases and collect a full refund.

## Limitation of Liability

Grind shall not be responsible for any incidental or consequential damages. Some countries, districts, or states do not allow the limitation or exclusion of relief, incidental, consequential, special, or indirect damages, or the limitation of liability to special amounts, so the above limitations or exclusions may not apply to you.

Unless within 30 days of the invoice date, Grind shall not be responsible for delivery costs of returning the machine to a Grind service centre for repair.

Grind will not accept any returns without prior approval.

Upon receipt of the product, Grind may ship a replacement or contact you with further information regarding repair of the product.

Grind is not responsible for damage in transit caused by inadequate packaging.

During the Guarantee period, Grind will repair or replace a defective product at its sole discretion. However, if the product includes a number of accessories, only the defective part or accessory will be replaced.

## What is not Covered

### Important Restriction

Under this Guarantee Grind will repair or replace the item at its sole discretion. We will not issue a refund for the item to you.

For any repair or replacement requested not in the country in which the device was purchased or listed above, please contact Grind customer service.

This guarantee is in addition to rights provided by consumer law. If your product purchased directly from [grind.co.uk](http://grind.co.uk) or any other Grind-owned website is defective or does not conform to the purchase agreement, you may choose to file a claim under the Consumer laws or under these Grind Guarantee. This Guarantee is the sole and exclusive one. No employee, agent, dealer, or other person is authorised to alter this Guarantee or make any other Guarantee on behalf of Grind.

This Guarantee does not apply to the following:

1. Damage or defects consisting of normal wear or tear resulting from normal aging of the Grind machines; the replacement guarantee also excludes breakages of removable parts and consumable items as well as aftermarket and customised components;
2. Superficial damage, including scratches, dents and damaged plastic on connections (excluding superficial oxidation), unless the defect is due to a defect in material or workmanship;
3. Transport damages for returns from you to Grind or to a Grind service centre;
4. Modifications, alterations or repairs unless directed by Grind and performed by an authorised Grind service partner;
5. Damage resulting from accidents, misuse or improper use, unusual storage or environmental conditions, force majeure, or other external causes;
6. Damage due to improper use of the Grind product in accordance with the Grind product user manual and specifications;
7. Malfunction or damages due to lack of or incorrect maintenance, e.g. not cleaning your product or using cleaning products that damage the product;
8. Grind products that have been modified without the express consent of Grind;
9. Grind products whose serial number or product label has been removed or misappropriated.

## How to Obtain Our Services

### Grind Guarantee Procedure

To obtain the benefit of this Guarantee, please complete your information at the following address: [grind.co.uk/warranty](http://grind.co.uk/warranty)