

Our Equipment Warranty

At Green Coffee Collective, we stand by the quality of the equipment we sell. We want to ensure your investment is protected - and that any genuine issues are resolved quickly and fairly.

What We Cover

All equipment purchased through our website includes a **12-month return-to-base warranty**, which starts from the **date of delivery**. This covers:

- Manufacturing defects
- Electrical or mechanical faults through normal use

If the equipment comes with a **longer manufacturer warranty** - for example, the **Aillio Bullet R1**, which includes a **two-year warranty** - we will pass that warranty on in full and support you in coordinating with the manufacturer where appropriate.

See Aillio's full warranty terms here: https://aillio.com/?page_id=21830

What's Not Covered

Our warranty does **not** cover:

- General wear and tear (e.g. gaskets, seals, filters)
- Cosmetic damage or surface scratches
- Damage caused by misuse, neglect, power surges, or unauthorised repairs
- Accidental damage or damage caused by shipping after delivery
- Modifications or use outside of the manufacturer's recommended settings

Customers are also responsible for using the equipment in accordance with the manufacturer's guidelines and performing basic maintenance where required.

How to Make a Warranty Claim

If you believe your equipment has a fault:

1. Email **orders@greencoffeecollective.com**
2. Include your **order number**, a clear **description of the issue**, and any **photos or videos** that help illustrate the problem

We'll respond promptly to assess the issue and advise on next steps.

What Happens Next

We handle each case individually. The solution may include:

- Replacement or repair under your warranty
- Coordinating with the manufacturer (e.g. Aillio)
- Providing advice or referrals if the issue is outside warranty

If the issue is **not covered under warranty**, or falls outside the warranty period, the customer will be responsible for all shipping and repair costs. We'll still do our best to support you in finding a resolution — including referrals to trusted technicians or suppliers.

Shipping & Repairs

- **Customers are responsible for return shipping** for any item being assessed or repaired, regardless of the outcome.
- If a fault is verified and covered under warranty, we'll provide replacement parts or coordinate a repair free of charge.
- If no fault is found or the issue is excluded from warranty, we may charge a service or admin fee, and return shipping will be billed to the customer.

Limits of Liability

Our liability under this warranty is limited to the **repair or replacement of the product**, or a **refund of the original purchase price**. We are not responsible for:

- Loss of income or profit
- Downtime, inconvenience, or delays
- Any indirect, incidental, or consequential damages arising from equipment failure

We aim to be fair and helpful — but also need to protect ourselves from issues beyond our control.

Warranty Is Non-Transferable

This warranty applies only to the **original purchaser** and is **not transferable** if the equipment is sold or given to another party.

In Short

We'll always aim to do the right thing. If something goes wrong and it's on us or the manufacturer, we'll fix it. If the issue falls outside of that scope, we'll still be here to help however we can.

If you're ever unsure, just reach out.