

Terms & Conditions for Repairs and Services

By delivering or sending your coffee machine to Espresso Dreams for repair, servicing, or any related work, you confirm that you have read and agree to the following terms. Please ensure you understand both the scope of our services and your own responsibilities before proceeding.

1. Repair Costs, Estimates, and Authorisation

Repairs are carried out subject to a pre-approved cost limit agreed with you in advance. Unless we notify you otherwise, work will continue provided the total cost does not exceed this agreed amount.

If, during inspection or repair, it becomes apparent that the cost will exceed the authorised limit, we will contact you to explain the situation. You may then choose to approve the additional cost or request that the machine be returned without further work.

Should you decide not to proceed after we have physically inspected or diagnosed the machine, return shipping will be at your expense (typically around £20).

In most cases, no charge is made where a repair is not possible. However, where a machine is assessed and deemed beyond economical repair, or where you decline to proceed following diagnosis, we may apply a diagnostic fee of up to £50. Any such charge will be clearly communicated before your machine is returned.

2. Sending Your Machine to Espresso Dreams

Please ensure you review and follow our packaging and shipping guidance before sending your machine.

Machines that are correctly packed generally arrive without issue. However, we cannot accept responsibility for machines that are damaged or lost while in transit. Any such issues must be taken up directly with the courier used.

Failure to follow our recommended packaging instructions may limit or invalidate any claim you attempt to make with the courier.

3. Care of Your Machine While With Us

We handle all machines with care and respect, treating them as if they were our own. If any unexpected issue arises while your machine is in our possession, we will contact you promptly to agree on the appropriate course of action.

Replacement Policy

In the extremely unlikely event that replacement of your machine becomes necessary, a comparable used machine will be supplied. Please note the following:

Model & Specification

The replacement will be the same model and specification, though colour variations may apply.

Condition

Replacement machines are pre-owned and may show signs of normal cosmetic wear, but will be fully functional and carefully selected.

Availability

If a suitable replacement is not immediately available, we reserve the right to source one or offer a monetary settlement reflecting the fair used-market value.

4. Turnaround Times, Payment, and Storage

Estimated repair times can be provided on request but are indicative only and may vary depending on workload and the complexity of earlier repairs.

Payment is due promptly once the repair is completed, in line with what has been agreed. If you anticipate difficulty settling payment, please contact us as soon as possible so we can discuss options.

Machines that remain unpaid and uncollected for a period of 8 weeks after completion may be disposed of or sold in order to recover outstanding costs.

5. Return of Your Machine

We take care to package your machine securely before dispatch. Responsibility for the machine transfers once it has been collected by the courier.

Transit Damage

Any damage must be reported to the courier within 24 hours of delivery. Clear photographs of both the machine and its packaging must be provided, and all original packaging retained for inspection if requested.

Courier Claims

Where damage appears to result from courier mishandling, it is the customer's responsibility to pursue the claim with the courier. While we do not provide transit insurance, couriers may still be liable for damage caused by negligence.

We will assist where reasonable by supplying supporting documentation, but we cannot manage claims on your behalf or influence their outcome.

Cosmetic Marks

Minor cosmetic marks may occur during transport despite precautions taken. We cannot accept liability for cosmetic damage unless it is clearly the result of proven negligence on our part.

6. Limitation of Liability

Espresso Dreams shall not be held responsible for indirect or consequential losses, including loss of income, business interruption, or inconvenience arising from machine downtime.

7. Statutory Rights

Nothing in these terms limits or excludes your rights under UK consumer law, including those provided by the Consumer Rights Act 2015.

We take pride in providing a professional and honest service and ask that customers engage with us in the same spirit throughout the repair process.