



Service Request Form:

Arrival Date _____ Estimated Completion Date _____

Contact Information

Please print clearly!

Name: _____ Cell Phone: _____

E-mail: _____ Alt. contact name (optional): _____

☐ Text ☐ Email ☐ Email
*One of these options is required to send you updates and invoices
Alt. contact phone (optional): _____

By checking the "Text" box above and providing your mobile number, you agree to receive text messages from Espresso Resource NW. Message and data rates may apply. Message frequency varies. You may reply HELP for assistance or STOP to opt-out. View our privacy policy at ernw.com/privacy and terms of service at ernw.com/terms for more details.

Shipping Address: _____

Machine Information

Model of Machine: _____

Describe the problem you are having with the machine _____

I approve the estimate given of: ☐ N/A (Up to \$150) _____

*If no estimate was given, we will contact you for approval if repairs will exceed \$150 (excluding tax and shipping)

Signature: _____

By signing, you acknowledge that you have read our terms of service located at ernw.com/terms and agree to the terms contained therein.

Machine Prep & Shipping Instructions

Ship to:

Espresso Resource NW
5305 NE 121st Ave.
Suite 305
Vancouver, WA 98682

1. Before shipping, be sure to remove all water, grounds, and beans to prevent damage to your machine. If there is a water filter installed in the tank, it must be removed and discarded.

If you leave a filter in the tank, it may leak water in transit or come loose from its socket and cause damage

NOTE ABOUT COLD WEATHER SHIPPING: During the colder months of the year, to protect the boiler from freezing please drain the system before shipping if possible. Please contact us for instructions if there is not a procedure for draining/emptying the system in your user manual.

2. Include all parts that are required to operate your machine, and the lid for the bean container (even if not required for operation) unless we have given other instructions. Do not send books/manuals, maintenance supplies, or tools.

3. If your machine has a removeable power cord, disconnect it from the back of the machine.

4. Print and fill out page 1 of this document and include in the box. Machines received without a completed service request form may be refused service.

5. If there has been an estimate given by phone or email please write it on the request form.

6. There are three options for packaging your machine:

- I. **Manufacturer's Packaging:** If you have the original box with all molded padding, and all these items are intact (box not torn or water damaged and Styrofoam not broken), you can pack your machine as it was when you originally purchased it. Reinforce any existing tape on the bottom of the box,
- II. **Packing peanuts method:** Use a sturdy box (no reused Amazon boxes) at least two inches larger than your machine in all dimensions (height, width, length). Place a one-inch layer of peanuts in the bottom of the box. Tape down any loose parts on your machine (painters tape only), such as lids and tray covers, place the entire machine in a plastic bag, seal the bag with tape, and place in the center of the box. Fill around the sides and up to the top of the box with packing peanuts, pushing them down around the edges to fill any gaps. Ensure there is no leftover space for contents to shift. Place the service request form on top, then tape the box shut and add tape along all edges of the flaps.
- III. **Bubble wrap method:** Use a sturdy box (no reused Amazon boxes) at least two inches larger than your machine in all dimensions (height, width, length). Tape down any loose parts on your machine (painters tape only), such as lids and tray covers. Using heavy duty bubble wrap with a large cell size (3/8" or 1/2"), wrap two layers horizontally (around the sides of the machine), then two layers vertically (around the top and bottom). Tape the ends of the bubble wrap so it stays in place. Place in the center of the box and fill any leftover space with either loose pieces of bubble wrap or wadded up kraft paper. Place the service request form on top, then tape the box shut and add tape along all edges of the flaps.

7. If you would like to receive a discounted prepaid shipping label to send your machine to us, email us at service@ernw.com with your first and last name, return shipping address, phone number, and the exterior measurements of the shipping box, rounded up to the nearest inch. If the sides of the box are bowed, measure at the widest points to avoid an audit/correction fee from UPS when they measure it.
8. Once we receive your machine we will enter it into our system, and you will be sent a tracking link that you can use to track its progress.
9. Once I get the machine on the workbench, I will diagnose the problem(s). If it is as estimated, or less than \$150, I will immediately perform the repairs. If it will exceed the original estimate, or is over \$150 when no estimate was given, I will contact you with the cost for your approval before proceeding.
10. After the repairs are completed, I will send you the invoice details so you can submit payment online. Most machines require an additional day or two after repair to dry out before packing and shipping back.
11. Your machine will be returned via UPS Ground, and I will send you the tracking number once it's ready for UPS to pick up. We ship Tuesday-Friday. We cannot ship machines to PO Boxes, so please ensure you have given us a physical street address.