# BEZZERA CARE - 5 YEARS OF REASSURANCE

2 years' full commercial warranty + 3 additional years' parts warranty

Version: 15 September 2026

A good espresso machine is made to provide years of enjoyment. If something does go wrong, we do not want to leave you without coffee. We will first try to solve the problem with you remotely. If that does not work, during the first two years we will provide a temporary loan machine while your own machine is inspected and repaired by us. We remain involved after that too, with three additional years of warranty cover for eligible parts.

Below, we explain clearly what you can expect from Bezzera 1901 and what we need from you in order to help you properly.

## 1. Your statutory rights always remain in force

Bezzera Care is a commercial warranty provided by Bezzera 1901. It is additional to the statutory guarantee and never restricts your statutory rights.

As a consumer, you are always entitled to a product that meets what you may reasonably expect, taking into account matters such as its price, description and expected lifespan. Those statutory rights may continue to apply after Bezzera Care has ended.

Where a valid statutory guarantee claim exists, the remedies required by law will be provided free of charge. Any provisions below concerning paid labour, inspection or transport do not affect this.

## 2. Bezzera Care at a glance

For consumers who purchase a new espresso machine from Bezzera 1901 and whose offer or order confirmation expressly identifies "Bezzera Care" as an included benefit before the purchase, the following applies from the delivery date:

- years 1 and 2: a full commercial warranty covering eligible defects in materials, manufacture and assembly, including necessary parts, labour and necessary transport;
- years 1 and 2: our loan service with a temporary replacement machine if the issue cannot be resolved remotely and, on the basis of the available information, is likely to be covered by the warranty;
- years 3, 4 and 5: an additional commercial warranty covering eligible parts. The part is supplied free of charge; inspection, labour and transport are payable by the customer, unless the customer is entitled to a broader free remedy under the law.

The additional parts warranty ends five years after the original delivery date.

Bezzera Care applies only to products for which this warranty was expressly offered before the agreement was concluded and included in the order confirmation. The commercial warranty applies to products sold by Bezzera 1901 and delivered in the Netherlands. Coffee grinders are covered by the full 24-month commercial warranty where this was expressly promised, but not by the additional parts warranty in years 3 to 5, unless expressly stated otherwise in writing.

The included transport and loan service is limited to the territory of the Netherlands. Under the commercial warranty, we arrange or reimburse only transport for which both the collection address and the delivery address are in the Netherlands. If the machine is located outside the Netherlands, the special cost arrangement in Article 4A applies.

## 3. First, we try to solve the issue together remotely

If a fault occurs, always contact us first. Please preferably send us straight away:

- the invoice or order number;
- the model and serial number;
- a clear description of the problem;
- photos or a short video, where possible;
- information about water use, cleaning and maintenance.

Many problems can be resolved quickly with a few targeted checks. We may therefore ask you to carry out simple and safe steps in accordance with our instructions. You do not have to open the machine and must not perform any repair that requires technical expertise.

Do not continue using the machine if doing so could cause further damage or create an unsafe situation.

## 4. Our loan service in years 1 and 2

If the problem cannot be resolved remotely and, on the basis of the available information, is likely to be an eligible defect, we will send a temporary replacement machine in appropriate transport packaging. The defective machine can then be returned to us in the same box in accordance with our instructions.

The temporary replacement machine is a loan machine. It does not have to be the same model or type as the machine purchased and may differ in design, controls and features. We will, however, provide a clean, safe and properly functioning machine with which the customer can make espresso during the repair.

The following arrangements apply to this service:

- the loan machine remains the property of Bezzera 1901 at all times;
- the customer packs and returns the defective machine with the parts and accessories specified by us and in accordance with our instructions, normally within 7 days of receiving the loan machine;
- we inspect and repair the customer’s own machine and keep the customer informed if the repair takes longer than reasonably expected;
- once the repair has been completed, we return the repaired machine together with instructions and a return label for the loan machine;
- the customer packs and returns the loan machine in accordance with our instructions, normally within 7 days of receiving the repaired machine;
- for an eligible claim and a machine at an address in the Netherlands, we arrange and pay for the necessary transport of the loan machine, the defective machine, the repaired machine and the return of the loan machine;
- the customer must take proper care of the loan machine. Normal signs of use will not be charged. In the event of loss or demonstrable damage caused by careless use or failure to follow our instructions, we may, after consultation, charge reasonable repair or replacement costs to the extent permitted by law.

If the defective machine or the loan machine is not returned on time, we will contact the customer first and allow a reasonable additional period. If it is still not returned without a valid reason, we may require the return of our loan machine or payment of its reasonable replacement value.

If the information received gives reasonable grounds for doubt about the cause, safe transport or warranty cover, we may inspect the defective machine before offering the loan service.

If inspection shows that there is no defect, or that the problem demonstrably falls outside both the statutory and commercial warranties, we will discuss the outcome with the customer. The customer’s own machine will be returned and the loan machine must be returned to us. Reasonable inspection and transport costs agreed in advance may then be charged. We will carry out a paid repair only after providing a separate quotation and receiving approval.

If repair is impossible or cannot reasonably be required of us, we will discuss another appropriate remedy. The consumer's statutory rights remain fully applicable. The temporary loan machine does not automatically become the customer's property.

The loan service does not in itself alter the duration of the commercial warranty. The consumer's statutory rights remain fully applicable.

## 4A. Machine outside the Netherlands

If a machine is moved outside the Netherlands after the original delivery or following a private transfer of ownership, the remaining commercial Bezzera Care warranty continues. Different logistics arrangements do, however, apply when the service is provided from a foreign address.

Under the additional commercial Bezzera Care warranty, the customer bears all costs of international shipping and transport between the foreign address and our designated service location in the Netherlands. This includes any transport insurance, customs formalities and import or export charges, as well as shipment of the loan machine, the defective machine, the repaired machine and return of the loan machine. If we arrange transport, we will state the costs in advance and may require prepayment. A loan machine will be shipped abroad only after written agreement on the practical arrangements and costs.

The customer may alternatively arrange, at their own expense, for the machine to be presented at and collected from an address designated by us in the Netherlands. From and to that Dutch address, the normal Dutch loan and transport service applies to an eligible claim in years 1 and 2.

This geographical service and cost arrangement applies to the additional commercial warranty. It is not intended to restrict mandatory statutory consumer rights. Only where mandatory applicable law requires a broader free remedy or reimbursement of necessary shipping costs in a particular case will that statutory rule prevail.

## 5. Which defects are covered?

The commercial warranty covers defects in materials, manufacture and assembly that become apparent during normal private use.

In years 1 and 2, we provide the following free of charge to the consumer for an eligible defect:

- the necessary parts;
- labour for inspection and repair;
- necessary transport costs;
- repair or a suitable replacement.

We may refuse a remedy chosen by the consumer if it is impossible or, compared with another suitable remedy, would involve disproportionate costs. The statutory rules remain applicable.

## 6. What is not covered by the commercial warranty?

The commercial warranty does not apply to the extent that the defect was caused wholly or partly by:

- limescale or the use of unsuitable water;
- corrosion, deposits or other deterioration caused by water;
- failure to replace water filters correctly or on time;
- insufficient cleaning or overdue maintenance;
- accumulated coffee, milk or cleaning-product residue;
- incorrect, careless, abnormal or commercial use of a machine sold for private use;
- dropping, impact, frost, moisture or other external influences;
- an incorrect electrical, water-supply or drainage connection;

- use that is more intensive than the machine was designed for;
- modifications or repairs by unauthorised persons;
- transport damage caused by failure to follow our packing or shipping instructions.

Routine maintenance and normal wear and tear are not warranty repairs. These include, for example, the periodic replacement of group-head gaskets, seals, shower screens, water filters and similar wear or consumable parts.

We will not reject a claim merely because maintenance is due, a wear part needs replacement or some limescale is visible. An exclusion applies only to the extent that there is a sufficiently demonstrable causal link between the relevant circumstance and the defect. The statutory rules on the burden of proof always remain applicable.

## 7. Water quality and maintenance

Suitable water and regular maintenance make a major difference to the taste, operation and service life of your machine. The customer is responsible for water treatment appropriate to the local water quality and the requirements for the machine concerned. The machine must be cleaned and maintained in accordance with the manual and our maintenance advice.

In connection with a warranty claim, we may ask about:

- the water filter or filtration system used;
- when filters were replaced;
- cleaning and maintenance carried out;
- the intensity of use of the machine.

If our technical inspection reveals limescale, corrosion, accumulated coffee oils or overdue maintenance, we will record this in the inspection report and, where possible, with photographs. A claim may be rejected on that basis only where the technical inspection sufficiently demonstrates that this wholly or partly caused the defect.

Maintenance, descaling or cleaning is not in itself a warranty repair.

## 8. Additional parts warranty in years 3, 4 and 5

From the end of the full 24-month warranty until five years after the original delivery date, Bezzera 1901 provides consumers with an additional commercial warranty covering parts of the espresso machine.

This parts warranty applies where an original part must be replaced because of a demonstrable defect in materials, manufacture or assembly. Bezzera 1901 will then supply the necessary replacement part identified by us free of charge.

Under this additional warranty, the customer pays for:

- inspection and diagnosis;
- labour for removal, installation, adjustment and testing;
- transport, shipping and any call-out charges;
- maintenance, cleaning, descaling and consumable or wear parts.

We will communicate the expected costs in advance and will begin paid work only after express consent. If the inspection shows that no eligible part is defective, the inspection fee agreed in advance may be charged.

In years 3 to 5, a temporary loan machine is not a standard part of the parts warranty. Depending on availability, we may voluntarily offer one under separate conditions.

This allocation of costs applies only to the additional commercial parts warranty. If the consumer has a valid claim under the statutory guarantee, the corresponding free statutory remedies remain fully applicable.

## 9. Inspection costs for a claim that is not covered

If inspection shows that there is no defect, or that the defect demonstrably falls outside both the statutory and commercial warranties, we may charge reasonable inspection and transport costs.

We will state the possible amount in advance and will begin the inspection only after the customer has expressly agreed. We will carry out a paid repair only after providing a separate quotation and receiving approval.

No inspection, repair or necessary transport costs will be charged for a valid claim that must be remedied free of charge.

## 10. Consumer, business or semi-professional

The terms ‘semi-professional’ and ‘prosumer’ describe the construction and capacity of a machine. They do not determine whether a purchaser is legally a consumer or a business customer.

The purchaser’s legal status is determined by the purchaser and the main purpose of the purchase when the contract is concluded. For the additional commercial Bezzera Care warranty, the actual use throughout the warranty period is also relevant.

Bezzera Care applies only while the machine is used privately. Use within or for the benefit of a business, office, shop, hospitality business, practice, showroom, training venue, holiday accommodation, rental activity or other professional or business activity constitutes professional use. This includes use by employees, customers, guests or visitors, regardless of whether payment is made for the coffee and regardless of the name on the invoice.

As soon as the machine is used professionally, the additional private Bezzera Care benefits end from the start of that use and the business arrangement applies, calculated from the original delivery date. A later return to private use does not reinstate Bezzera Care. Mandatory statutory consumer rights arising from the original purchase remain fully applicable.

## 11. Business warranty

For professional or business use without an active service contract, only eligible parts are covered for one year from the original delivery date. The necessary part is supplied free of charge; inspection, labour, maintenance and transport are payable by the business customer. The temporary loan service and the additional parts warranty in years 3 to 5 are not included.

The business customer may extend this limited cover with an annual All-inclusive Service Contract paid in advance. For eligible repairs, this includes parts, diagnosis, labour and normal travel and transport costs, as well as two preventive maintenance visits and one short user training session per contract year.

The price depends on factors including the model, number of machines, location of use, distance in kilometres and declared intensity of use. The separate “Business Warranty and All-inclusive Service Contract” terms and the quotation or order confirmation contain the full arrangements.

## 12. Warranty on a paid repair

Bezzera 1901 provides a six-month warranty on paid repair work and on parts replaced as part of that repair.

This repair warranty applies to the same repaired defect. New or unrelated defects, normal wear and tear, limescale damage and problems caused by insufficient maintenance are not covered.

## 13. Warrantor and future amendments

Caffelato
trading as Bezzera 1901
Spuistraat 94H
1012TZ Amsterdam
The Netherlands

Email: info@b1901.com
Telephone: +31 641 543 789

For every purchase covered by Bezzera Care, the purchaser receives the applicable warranty statement on a durable medium, for example as a PDF by email or on paper, no later than delivery. This statement includes these terms with the applicable version, the machine’s model and serial number, and the original delivery date.

This version applies to purchases for which it was provided or offered when the contract was concluded. Bezzera 1901 may amend the commercial warranty terms for future purchases, but a later amendment will never reduce the commercial warranty promised for an earlier purchase. Existing customers will always retain at least the warranty promised at the time of purchase.

On a private transfer of ownership, the remaining commercial Bezzera Care warranty transfers in full and on the same remaining terms to the new private owner, provided that the transfer is notified to Bezzera 1901 within 30 days after the transfer of ownership. The new owner must provide the original proof of purchase, the serial number and the date of transfer. All rights and obligations remaining at that time continue unchanged. The original delivery date and warranty end date remain applicable; no new warranty period starts.

The transfer arrangement does not restrict statutory guarantee rights that pass with the machine to the new owner under applicable law. If the machine is located outside the Netherlands, Article 4A also applies to the commercial warranty.

Mandatory statutory consumer rights remain fully applicable at all times.