

Money back guarantee – Your refund request

This is how it works

- 1) Fill out the form completely, print it out and sign it.
- 2) The return package must contain the following: empty and cleaned CoffeeB device, all accessories, this return form and purchase slip.
- 3) Send the package in the original box to the address on the return label that you received from our customer service. You will get your money back within 4 to 6 weeks.

Personal information

Name _____ Surname _____
Street _____
Postal code _____ Location _____
Country _____
E-Mail _____

Purchase information

Purchased on (DD.MM.JJJJ) _____
Serial number of the device _____
Order number _____
Reason for return _____

Refund by the payment method you chose at the time of purchase:

Date / signature _____

Refund conditions

- Delica offers all end customers the opportunity to purchase a CoffeeB coffee machine with a purchase price of at least CHF 129.00 via [coffeeb.com](https://www.coffeeb.com) in Switzerland by 2nd November 2023 (the date of the online order applies) and to test it for up to 30 days. Delica will refund the purchase price to any customer who is not satisfied with the device.
- The special offer is organised by Delica AG, Hafenstrasse 120, 4127 Birsfelden.
- In order to qualify for the money-back guarantee, the device must be registered online within 30 days of the purchase (the date of the invoice) at <https://www.coffeeb.com/en-ch/machine-registration>. Any devices returned without having been previously registered online will not be processed and will be returned to the sender at his/her cost.
- Delica reserves the right to refuse to accept any return if it is apparent that the device has been used improperly.
- The special offer is only available in the event that the CoffeeB coffee machine was purchased via the [coffeeb.com](https://www.coffeeb.com) in Switzerland. Devices purchased elsewhere do not qualify for the special offer.
- The costs of return shipment will not be reimbursed.
- The money-back guarantee is limited to one device per household over the period covered by the special offer.
- The CoffeeB coffee machine must be properly cleaned before being sent back: the water tank and collection container must be emptied and cleaned. The device must be returned complete with all accessories and in the original box, including all packaging material, along with the purchase receipt to the address given on the return slip.
- After the customer data have been verified and the receipt has been examined, the amount paid for the purchase – up to a maximum amount corresponding to the recommended retail price, and after deducting CHF 50 for the Discovery Set and CHF 8.25 return fee – will be refunded within 4 to 6 weeks of receipt of the returned device to the Swiss bank account indicated by the customer. The customer's personal data will not be shared with any third party that is not involved in the processing of the special offer.
- Delica AG reserves the right to change the special offer or to withdraw it before the expiry date indicated. Swiss law applies. There is no right of appeal.