

Limited Warranty

Our PicoBrew Pico come with a one-year limited warranty from purchase date for purchases that are made directly from our web site (www.picobrew.com) or authorized retail partners. Our warranty details are as follows:

To request a repair, customers will need to have an authorization number. No repair requests will be accepted without an authorization number. You can request a number online by contacting PicoBrew at info@picobrew.com. Please note the product's serial number and date of purchase when requesting a repair under the one-year warranty. A representative will give you instructions, which you will be required to follow for a successful repair. PicoBrew will not be liable for any damaged or lost goods during transit period.

Customers will be held responsible for shipping cost (both in and outside the U.S.) of any packaging required for repair under warranty. Shipping costs are nonrefundable.

The item in need of repair must have all the original packaging in order to be repaired. All repairs will be done within 30 days of receipt of the machine from the customer. If the machine cannot be repaired, PicoBrew can elect to either 1) refund the total payment or 2) replace the product.

Warranties are non-transferable, do not apply to products damaged from misuse and are void if proper use and care instructions were not followed or if customer opened the machine and attempted to make repairs themselves, unless specifically instructed by PicoBrew to do so. Once the machine has been used, PicoBrew has the right to attempt to repair it rather than replace it under warranty.