Monaco Foodservice

Return & Refund Policy

Thank you for shopping at [www.ugoliniUSA.com](http://www.ugoliniUSA.com). ​

You have purchased a high quality beverage machine. Although in most cases our machines arrive ready to be plugged in for operation, there are incidents when the unit may arrive non-functional due to various reasons, such as shipping, operator error, incorrect electrical connection or possibly manufacturer’s defect.

In the event of shipping damage, please file a claim with the carrier as our products are FOB Delreay Beach, FL and ship intact after inspection.

As this is a commercial product, Monaco Foodservice reserves the right to repair or replace the unit after we diagnose it and deem that this is a defect under warranty. You would need to e-mail [support@ugoliniUSA.com](mailto:support@ugoliniUSA.com) to start the process. If you are not entirely satisfied with your purchase, we're here to help.

**Returns**

Although every situation is different, we do not refund customers who decide not to keep the product for any reason, unless after communication, we issue a return authorization. Any products sent back to us without that authorization will be refused into our facility.

To be eligible for a return, you need to receive a return authorization from Monaco Foodservice, your item must be unused and in the same condition that you received it. Your item must be in the original packaging, and your item needs to have the receipt or proof of purchase.

**Refunds**

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within 30 days, depending on your card issuer's policies.

**Shipping**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non​refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

We hope you enjoy your beverage machine for yours to come!

**Contact Us**

If you have any questions on how to return your item to us, contact us.

Monaco Foodservice

support@ugoliniUSA.com