

If you are going to request a return, please refer to the following points

## 1.The time period for accepting returns

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

## 2.Applicable circumstances for returns and refunds

All returns must be authorized by Customer Service.To be eligible for a return, please make sure you keep the product in good condition and return ALL accessories with the packaging. To complete your return, we require a receipt or proof of purchase.

If the return is caused by the consumer, consumer should be responsible for the shipping fee. The specific fee should be based on the express company you choose.

If due to our reasons, the goods received are damaged or not correct, and the consumer is not required to bear the shipping fee for this reason.

The return shipping fee will be deducted from your final reimbursement.

Note: Any item not in its original condition, is damaged or missing parts for reasons not due to our error, will only receive partial refunds.

- If there is any suspected product quality problem or transportation damage, please follow the simple steps:

Step 1:

Contact us at your earliest convenience to send your video of using the machine.

## Step 2:

After you followed our instructional videos & proved that you failed to solve due to the machine's functional problem, we will pay for all the return and replacement shipping costs for this circumstance.

### 3.Measures to be taken to return goods for a refund

To start a return, please contact us at [support@outin.com](mailto:support@outin.com), write your order number and reason for return in the email, including a photo of the product you are returning.

We will confirm the required information about you within 2 business days.

Please note that returns will need to be sent to the required address according to the email confirmed by our customer service team.

If your return is accepted, we'll send you instructions on how and where to send your package via email, then you can choose any logistics provider you like to send the items to us.

Items sent back to us without first requesting a return will not be accepted. Please be sure to contact us to confirm the return address and method before you send the item.

### 4.How long does it take to receive a refund?

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not.

If approved, you'll be automatically refunded on your original payment method of 10 business days.

Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we've approved your return, please contact us at [support@outin.com](mailto:support@outin.com)

### 5.Costs incurred for return and exchange with goods

We do not charge a handling fee for returns or exchanges.

If the return is caused by product problems, we will bear the return postage required.

### Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase of the new item.

### Warranty

Thanks for shopping at OutIn. We sincerely hope to ensure you have a satisfactory experience while you're using and purchasing our products, whether you're at our website. Besides, by placing an order or making a purchase at OutIn, you agree to the terms set forth below along with OutIn's Privacy Policy and Terms of Use.

During our 12-month limited warranty period, if you experience any problems with your portable espresso machine, please contact: [support@outin.com](mailto:support@outin.com) to start the warranty claim process. Our team will work with you to determine the proper solution to the issue and the best way to fix. If your espresso machine experiences any damage due to part quality issues, OutIn will send the proper replacement part for repair or a new machine. However, man-made damage is not being compensated.