

FROM THE DESK OF

Primo Roasting Equipment

Primo Roasting Equipment Return Policy

At **Primo Roasting Equipment**, we take pride in manufacturing high-quality roasting equipment designed for durability and performance. Due to the specialized nature of our products, we maintain a **No Return Policy**, and all sales are considered **final**.

Deposit & Final Sale Policy

- A **50% deposit** is required to begin production on all roasters. This deposit is **non-refundable** once production has started.
- Once a roaster is paid in full and shipped, the sale is **final**, and no returns or refunds will be accepted.

Equipment Support & Warranty

We stand behind our craftsmanship and are committed to ensuring your equipment functions as intended. If you experience any operational issues, our team is available to provide troubleshooting assistance.

In the **unlikely event** that your equipment is non-operational or has significant defects that prevent it from functioning properly, **we will send a replacement unit** to resolve the issue.

For questions, concerns, or technical support, please contact our team at **info@primoroasting.com**. We're here to help ensure you get the best performance from your Primo Roaster.

Thank you for choosing Primo!