

Return Policy



At Primo Roasting Equipment, we are committed to providing premium, made-to-order roasting equipment tailored to your needs. Due to the customized nature of our products and to maintain manufacturing efficiency, the following return and cancellation policy applies. This policy is compliant with applicable California laws, including the California Civil Code and Business and Professions Code.

All Machine Sales Are Final:

- Due to the custom nature of our products, we do not accept returns or exchanges. All machine purchases are final sale. Once an order has been placed, it cannot be canceled, returned, or refunded for any reason, including change of mind, ordering error, or business changes.

No Cancellations, Alterations, or Amendments:

- After an order is submitted and a deposit is received, no changes, cancellations, or modifications to the order will be accepted.
- This applies to product specifications and accessory options, as orders are scheduled and built according to the original agreement.

No Returns or Credits:

- Primo Roasting Equipment does not accept returns of machines, accessories, or parts for credit or exchange.
- We encourage all customers to review their orders thoroughly prior to submission and contact our sales team with any questions before finalizing a purchase.

Deposits Are Non-Refundable:

- All deposits made toward the purchase of any machine or equipment are non-refundable.
- By submitting a deposit, the customer acknowledges and agrees to this policy and to proceed with the transaction as outlined in the original order confirmation.

Warranty & Support:

- While returns and cancellations are not permitted, eligible machines are covered under our standard warranty policy, which includes access to support and replacement parts in the event of manufacturer defects. Please refer to our Warranty Policy for full details.

Contact Us:

If you have any questions regarding this policy or your order, please reach out to us at:

- Phone: [\(1\)-800-675-0160](tel:(1)-800-675-0160)
- Email: info@primoroasting.com