

Right to Refuse Service Policy



At Primo Roasting Equipment, we are committed to maintaining a safe, respectful, and professional environment for our employees, customers, and partners. To ensure a positive experience for everyone, we have established the following Right to Refuse Service Policy, in accordance with applicable California laws.

Right to Refuse Service:

Primo Roasting Equipment reserves the right to refuse service to any individual or entity whose behavior is deemed unsafe, inappropriate, or disruptive. This includes, but is not limited to, individuals who:

- Create a disturbance in person, over the phone, or through digital communications
- Use profane, abusive, or threatening language toward staff or other customers
- Appear to be intoxicated or under the influence of drugs or alcohol
- Engage in harassing, discriminatory, or aggressive conduct
- Pose a safety risk to themselves, our team, or others
- Exhibit rowdy, disruptive, or belligerent behavior that interferes with our operations or other customers' experiences

This policy applies to all customer interactions, including in-person visits, phone calls, email communications, video calls, and support sessions.

Non-Discrimination Clause:

In compliance with the Unruh Civil Rights Act (California Civil Code § 51), Primo Roasting Equipment will not refuse service based on race, color, religion, sex, gender identity, sexual orientation, national origin, disability, or any other characteristic protected under federal or California law.

Our right to refuse service is based solely on behavior and safety considerations, not on personal characteristics.

Enforcement:

Our staff is trained to handle these situations professionally and will document any incidents involving refused service. In cases of extreme or repeated misconduct, Primo Roasting Equipment may also:

- Terminate ongoing service relationships
- Restrict access to our premises or communication channels
- Refer matters to local law enforcement if necessary

Contact:

If you have questions about this policy or wish to report inappropriate behavior, please contact us:

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

We appreciate your cooperation in helping us maintain a safe and respectful business environment.