



## Espresso D'Milan Service Philosophy

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***We hold steadfast to our philosophy of "talk to a tech"***

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The basic idea is to eliminate any interference between the customer's questions, and the technician's response. No sales representatives, managers, phone prompts or customer service professionals to repeat your story to, over and over. You call, we pick up the line and you are speaking to a technician. That's it. Call = Tech.

We offer advice on all things espresso.

Considering an espresso machine purchase? Talk to a tech.

Care to brew better espresso? Talk to a tech.

Need information of machine maintenance? Talk to a tech.

You name it. Talk To a Tech.

The repair shop is based on similar values. It starts with a phone call. No explaining the issue 10 times without resolution. We answer the call, problem solved. That's it. Our repair shop is designed for swift resolution. Call with your issue, often we can get it resolved on the phone.

We have developed a library of articles and instructions ranging from simple maintenance information, to repair procedures commonly referred by other technicians in the industry. We have walked many an owner through repairs right over the phone. Our shop offers the consumer as much support as is required. We also offer an accurate estimate before repairs begin, short turn around time and guaranteed work. As a repair center, we have informed owners that certain repairs may not be cost effective, imagine that, a straight answer. For us, it's simple. Got a question? Talk To a Tech!

Todd Michael

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