

# Catalog SOP: Chemex Ottomatic Return Emails

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Who is this for: Brand Team



Objective: This is how to handle Ottomatic return requests that come through Chemex email account.

Instructions from Chemex on Ottomatic issues:

- Your team reaches out to us with the following information: The issue/defect that the customer is experiencing. Please include serial number and photo if necessary/possible.
- We will respond with either a suggestion to remedy the situation or offer to replace the unit. If the remedy does not work we will replace the unit.
- If we are to replace the unit we will send a return label/RA# to you to provide to the customer. This label will send the unit back to us.
- We will ship out the replacement unit from our facility.

We usually require the unit be received in house before shipping out a new one.

Please send the customer/issue information to: [info@chemexcoffeemaker.com](mailto:info@chemexcoffeemaker.com) and

CC' [Justin@chemexcoffeemaker.com](mailto:Justin@chemexcoffeemaker.com) on the email as well.

When emails are forwarded from Chemex regarding Ottomatic issues:

- Confirm Amazon order number and shipping address with customer.
- o If the buyer has not sent a picture showing the issue, request one, if possible.

o Chemex does not usually request serial numbers – although that was included in their initial instructions.

- If the order was placed more than 12 months ago, it is no longer covered under the limited warranty. There is nothing we can do at this point but advise the customer that it is past the warranty period.

- If the order was placed within the last 12 months, send order information, as a screenshot or attachment, along with photos and buyer shipping address to Chemex. Include any relevant information from your interaction with the customer and request how they would like to proceed.

o NOTE: Be sure to include any special requests from the customer. Example: Buyer wanted to purchase another, and we refund after the return is received because the buyer could not wait for replacement. Request how Chemex would like us to handle this request. Best to ask first before relaying anything to the customer. Chemex sends them to us because it was an Amazon order, and we are mainly just confirming order information and what the issues are but it is their call how they want to handle it – unless they tell us it's not covered under warranty and we can handle it as we see fit.

Note: Cracked tanks are not considered a manufacturing defect and are not covered under the limited warranty. However, Chemex can repair the tanks within the first year of purchase. This is one-time ONLY.

Water leaking from the bottom of the unit is only a manufacturing defect within the first month of use. If it occurs after that period, it is not a manufacturing defect and is the result of improper product care.

Again, it is best to check with Chemex on how best to proceed with all Ottomatic issues that are within the 1-year limited warranty time-frame.

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