

CUP&CINO GROUP

Dear Valued Partner & Customer,

This communication is based on the [attached official product recall statement](#) you received from TONE Europe GmbH regarding the TONE Touch 03 and 04 coffee makers delivered by Tone Europe.

We want to start by acknowledging your sentiment and concerns around the TONE products. This recall brings difficult conversations with your customers, operational disruptions, and legitimate concerns about the TONE brand. Your frustration is valid, your feedback has been heard clearly, and we take it seriously.

We explicitly want to clarify the following:

- This issue does not invalidate the TONE product platform.
- **Products placed on the market that are produced by Barista Productions (CUP&CINO) are compliant and don't have any safety issue**
- We will stand by importers and partners to support technical resolution of the issue as the agreed solution partner and ordered by Tone Europe GmbH

- TONE Europe is the legal entity responsible for technical assistance and recall execution. Any compensation requests should go to TONE Europe and they will also evaluate and bare any cost that you might incur.

We are here to help you navigate this:

- All our channels are open, whether you need guidance on customer communications or on determining the best course of action, we can help.
- We understand that managing customer relationships, processing returns or repairs, and maintaining trust with your customers will be a task. If you need support, we're ready to provide it if we are legally obliged to it
- While the formal recall process runs through TONE Europe, we're available as your strategic partner to help you manage this situation with your customers.

Our R&D team is also already deep into the development of a new TONE Touch brewer with enhanced performance, while continuing the 03 and 04 models, and the reliability you deserve without affecting their original functionality. **Every unit leaving our factory reflects our uncompromising commitment to quality and undergoes all required safety tests.**

Product safety, regulatory compliance, and transparency are non-negotiable priorities for us. We regret the inconvenience this situation may cause and are committed to resolving it decisively, professionally, and with minimal disruption to our partners. You chose to partner with CUP&CINO because you believed in our reliability and our values. We're proving that trust was well-placed.

Please don't hesitate to reach out with any questions or concerns by email to Oliver Haddad at oliver@latteartfactory.com.

Thank you for your partnership, your patience, and your trust.

Yours,

Frank Epping

CEO of CUP&CINO Kaffeesystem-Vertrieb GmbH & Co. KG

CUP&CINO

 **Latte Art Factory**

 **BaristaOne**

T O N E

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