

TECHNICAL CALL-OUT PROCEDURE

1. Client reports problem during office hours, this can be done either via telephone or email:
Tel : 011 396-1032 or 080 VENDING
Email : operations@vendpark.co.za and/or admin@vendpark.co.za
Office Hours : Monday – Thursday: 07:30 – 16:30
Friday : 07:30 – 14:00
2. Once a call is logged, a pro-forma invoice will be forwarded to you that:-
 - 2.1 includes labour for the first hour
 - 2.2 excludes parts
 - 2.3 extra time spent on site/repairs will incur a labour charge as per the hourly rate
3. A round trip travel charge will apply for any technical support and maintenance if machine is located more than 80km from our offices.
4. We will not schedule a technician to attend to the machine *unless payment reflects in our account*. To ensure correct allocation, kindly use your document/pro-forma invoice number as reference when making payment.
5. A technician will contact the client within 24 hours *after payment reflects in our account* to confirm an appointment.
6. All maintenance and necessary repairs shall be performed on site, unless in the reasonable opinion of the technician it is impossible to perform the work necessary on the premises, in which event (with permission from the client) we may remove the Equipment for that purpose. A movement fee will apply if a machine has to be uplifted for repairs at our workshop.
7. For service/repair/upgrade of payment systems and/or parts required for repair of machine:
 - 7.1 Technician will assess and report to the technical manager.
 - 7.2 Quotes cannot be done for service/repair/upgrade of coinmechs and/or notereaders as these are sent to the agents. An invoice will be sent to the client only after we have received an invoice from the agents.
Manufacturer's recommendations: coinmechs and/or notereaders should be serviced or upgraded every six months.
 - 7.3 A quotation for the parts required will be sent to the client before it is replaced - client either accepts or rejects.
 - 7.4 Parts are ordered and collected from our supplier only after client's payment reflects in our account as we do not keep stock.
 - 7.5 Client will not be charged another call-out fee to replace the part(s), but the hourly labour rate will apply if the technician spends more than the initial one hour on labour.
8. **VENDORS UNDER WARRANTY and RENTAL MACHINES:**
Located within 80km's from our offices:
 - 8.1 No charges for parts and/or labour.
 - 8.2 Technician will attend to the call within 24 hours (no call-out fee payable), **but**
 - 8.3 Should the problem not be a warranty fault (i.e. dirty machine/compressor/notereader/coinmech, products packed incorrectly, no float in coinmech, abuse or vandalism, etc.), the client will be liable for the charges as indicated in 2 and 3 above.
Located further than 80km's from our offices:
 - 8.4 A quote for the travel (as per 3 above) will be sent to the client for payment and call will be attended only *after payment for the travel charge has been received*.
 - 8.5 All coffee vendors outside Gauteng (even when under warranty) will only be attended to at our workshop. The courier cost will be for our account whilst under warranty.

All workmanship and new parts carry a three month warranty.
Storage charge will be levied for all repairs not collected within 30 days,
and after three months the equipment will be sold to defray expenses.
All prices quoted are valid for 14 days only, subject to ZAR/USD exchange rate.