

## FAQ-Frequently Asked Questions When Picking A Vending Company

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**Who selects the products that go into the machines?** Each new account will be supplied with a 'menu' of our products which will allow them to select what they would like to see in their machines. In some cases we will go ahead and fill the machines with what we think will be popular products. We have been in the business a long time and more than likely have other accounts with similar demographics to your account. However, we are always open to suggestions from you and your employees. If at anytime you would like something not listed, just ask and we will special order your request.

**Is there a cost to my company for the vending equipment/service?** Tremblay Vending Services will provide the machines and service free of charge.

**How often do you come by and fill up the machines?** As often as needed. Your size and volume will determine your re-stocking schedule. Most accounts will be re-stocked a minimum of once a week.

**What condition are the vending machines in?** The machines coming in will be new or near new. The machines will be in excellent condition.

**What is the procedure if someone loses money in the machines?** Vending machines from time to time do take people's money. Please call us when you are having issues with a machine. We can usually be there to fix the problem and give you a refund within 2 hours of being notified. Our route drivers will also issue refunds.

**If a machine has a problem how quickly do you respond to fix it?** Once a problem has been brought to our attention we generally respond within four hours. Keeping our customers happy and our vending machines stocked and functioning properly is our #1 priority.

**Can we request specific products?** Of course, you can either request a specific product through our website or call us directly. Our phone number is on all of our equipment. We want to offer the products your employees want.

**Is there a contract?** Contracts are handled on an account by account basis. Most customers do not want them and we prefer not to have them

**How long does it take for delivery/installation and what is the process?** Once you give us the go ahead to move machines in we will be ready to go within 14 days. In the event that you already have a vendor it's always nice to give them 14 days to move out. If you need the machines sooner than that we will make it happen. After we agree on an installation date, it shouldn't take more than 4 hours to move the machines in and get them all set up and working.

**What are your service days and hours?** We provide service 24 hours a day 7 days a week. Our trucks start very early in the morning every day and we have route technicians on call around the clock. The people who re-stock your vending machines are also trained in repairing them. This helps facilitate most machine repairs and ensures that your vending machines are always up and running.

**Should a vending company carry liability insurance?** Yes at least 1 million dollars worth, That is what Tremblay Vending Has.