



Complaints and Returns Policy

For our “Fully Managed Clients”

If any client has a complaint and is not happy about the product purchased or service delivered, the procedure is as follow:

- 1) The client must contact us via our customer support line 014448233 or by email on info@vending-machines.ie
- 2) The client must specify what is the issue with the product/service in question with details of the problems.
- 3) A member of our customer support team will make contact with the client within 24 hours of the complaint being lodged.
- 4) If the complaint is about a product a full refund of the item value will be made via, CC or bank transfer within 24 hours when applicable.
- 5) If the complaint is about the service, a member of our customer support team will revert back to the client with a proposed solution to rectify the issue within 24 hours of the complaint being lodged.

For our clients that purchase machines from us

In accordance with applicable regulations, we are liable for physical and legal defects in accordance with the Civil Code.

Upon discovery of a defect the buyer has the right:

- make a declaration to demand a price reduction,
- to make a declaration of withdrawal, but not when the defect is immaterial,
- to demand that things be replaced with a defect-free one,
- demand that the defect be rectified.

Please be advised that we will process your complaint within 14 calendar days. We are liable under warranty if a physical defect is found within one year from the date of delivery.



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Information on exercising the right of withdrawal

The consumer has the right to withdraw from the purchase contract within 30 days without giving any reason. This period expires after 2 days from the moment when the consumer came into possession of the goods or when a third party other than the carrier came into possession of the goods.

Process of complaint / return

Please follow the instructions to make a complaint:

1. Please read the complaint/return policy.
2. Prepare a document based on the pattern below:

– Addressee company address contact

– I / We (*)..... hereby inform / inform (*)
about my / our withdrawal from the contract of sale of the following items (*)
..... contract for the supply of the
following items (*) contract for specific work consisting in the performance of the
following items (*) / for the provision of the following service (*):

.....
.....
.....
.....

– Date of conclusion of the contract (*) / receipt (*)

.....



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– Name and surname of the consumer (s)

.....

– Consumer (s) address

.....

.....

.....

Signature of the consumer (s) (only if the form is sent in paper version)

Date

(*) Delete as appropriate.

3. Please read the answer you received.
4. Secure and pack the defective product.
5. Send the package to the address below together with a printed form and proof of purchase.

Shipping address

Highway Transport Limited

THE RATH

SANDYHILL

Ireland - PC: K67C527

Ph: 0862452811 - (01) 840 1502

Attention To : Michael Gleeson / Omar Darouiche



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Complaint rules

1. Before sending back the equipment, please make sure that the product is out of order.
2. Please fill in the complaint form and attach it to the shipment.
3. Please attach a proof of purchase (e.g. a receipt, invoice or confirmation of transfer) to the claimed products.
4. The goods should be carefully packed to ensure safe transport and prevent further damage.
5. We will not collect parcels sent with “pay on delivery”.
6. The return of the shipment costs is made after the complaint is accepted. This is the amount consistent with the cheapest offered form of delivery.
7. Please send back the equipment complete with accessories, boxes etc. Incomplete products will be sent back without consideration at the sender’s expense.
8. Self-manipulation, carried out by unauthorised persons deprives the buyer of the right to further complaint.
9. The buyer will be informed about the way of dealing with the complaint via email.
10. Returning the equipment means that you are aware of and accepted these rules.

Rules of returning the goods

1. In order to exercise the right of withdrawal from the contract, the Consumer shall be obliged to inform the Seller of his decision by an unequivocal statement.
2. Please fill in the return form and attach it to the shipment.
3. In the case of withdrawal from the contract we return all received payments, including the costs of delivering the goods (except for additional costs resulting from the method of delivery chosen by the consumer other than the cheapest offered by us). The refund will be made within 60 days of the day we receive the product. We will make the return using the same payment



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methods as those used in the original transaction, unless the consumer has agreed to another solution or has offered it.

4. We also ask you to pack the goods carefully before shipment to prevent further damage.
5. The consumer shall only be liable for any reduction in the value of the product resulting from use other than that which was necessary to determine the characteristics and functionality.