

# vax

# COMMERCIAL

## Return to Base Warranty

Vax Commercial offer a 12 months parts and labour guarantee on machines, 6 months on accessories.

All our products are covered by our 72 hour "Return to Base" repair operation - if there are any queries about the product purchased the customer phones our 7-day UK based careline number shown on every machine body.

We carry out a "soft service" on the phone to try and resolve the problem, but in the slight event that this is unsuccessful we send out a pack containing a large plastic bag and DHL phone number and reference number and the customer calls DHL to arrange collection from a place convenient to them.

We aim to return all machines to the customer within 72 hours of receiving them into the repair centre at Droitwich. This repair service is free during the guarantee period and has a nominal cost of £25 per use thereafter. The only extra being +£15 incurred on top of this price if a new motor is required. We bear all the delivery, parts and labour costs.

