



Limited Warranty Policy

At **Apex Vending Canada**, we take pride in the quality and reliability of our vending machines. Below is an overview of our warranty coverage for refurbished and new vending equipment, along with support details.

Refurbished Vending Equipment – 90-Day Limited Parts Warranty

We offer a **90-day limited warranty** on all **refurbished and clean & working** machines. This warranty covers major components, including:

- Coin and bill validators
- Control boards
- Motors and sensors
- Digital display units
- Refrigeration units

Warranty Start Date: Coverage begins on the earliest of the following:

- The date the machine is picked up from our facility
- The date of delivery by our company truck or third-party carrier

What's Included:

- Free in-person parts replacement at our facility
 - If in-person service isn't possible, we'll ship the replacement part once the defective part is returned
 - Faulty parts must be returned within 30 days with valid tracking
-

Our Refurbishing Process

All refurbished machines at Apex Vending Canada go through a **comprehensive inspection and testing process** to ensure they meet our standards for performance and reliability. This includes:

- Cleaning and sanitizing all internal and external components
- Testing and replacing coin and bill validators as needed
- Verifying control boards, motors, and sensors for full functionality
- Checking refrigeration units for proper cooling (where applicable)
- Updating software or firmware when required

While refurbished machines may have minor cosmetic wear, they are fully functional and certified "**clean & working**" before leaving our facility.



New Vending Equipment – 1-Year Manufacturer's Warranty

All **new vending machines** and **new payment systems** are covered under the **manufacturer's 1-year parts warranty**, effective from the date of delivery. Coverage terms may vary by manufacturer.

Exclusions

Our limited warranty does **not** cover:

- Labor or technician service costs
 - Damage caused by vandalism, power surges, natural disasters, or tampering
 - Items marked "AS IS" on the invoice
 - Machines with missing or altered serial number plates
-

Shipping Damage

If your machine arrives with visible damage:

1. Refuse the delivery and write **"Refused due to major damage"** on the Bill of Lading
2. Contact us immediately so we can assist with a freight claim

Please note: While we book freight as a courtesy, Apex Vending Canada is **not liable** for shipping damage, delays, or associated costs.

Lost Freight

If freight is lost in transit:

- A **3-business-day grace period** is allowed for the carrier to locate the shipment
 - After that, we will work with you directly to find the best solution
-

Lifetime Technical Phone Support

We offer **free lifetime phone support** to all customers who purchase equipment directly from Apex Vending Canada.

Support Hours:

Monday to Friday, 9:00 AM – 5:00 PM EST (excluding holidays)

To Access Support:

Please have your proof of purchase and the machine's serial number ready when you contact us at 1-289-270-9791