



Information on Delivery and Commissioning

1. Delivery

- 1.1. The machine must be paid for in full before delivery.
- 1.2. An exact delivery date cannot be guaranteed.
- 1.3. If delivery is delayed due to the customer's fault, daily storage fees of €15.00 plus VAT will be charged from the sixth day after notification of completion. In the event of delays of more than 14 days, we reserve the right to sell the machine elsewhere.
- 1.4. For orders comprising several machines, partial deliveries are possible.

2. Shipping by freight forwarder

If you receive the vending machine via freight forwarder, it will be delivered directly to you by a professional logistics company. Delivery is usually free to the curb side. Please ensure that suitable means of transport are available on site for further transport of the device into the building or to the installation site.

- 2.1. Delivery will only be made after full payment has been received and by a shipping company commissioned by VENDY1.
- 2.2. We cannot guarantee an exact delivery date, but after the shipping company has been notified, you will receive an approximate delivery window.
- 2.3. Deliveries on Saturdays are possible by prior arrangement.
- 2.4. Delivery is normally made on the day of registration or the next working day.
- 2.5. VENDY1 accepts no liability for delays in the announced delivery date.
- 2.6. Delivery is made to the curb. Transport beyond this, e.g. oversteps or through entrances, is not included.
- 2.7. It is important that you carefully check the goods before signing the delivery note.
- 2.8. For leasing: Upon receipt of the goods, a confirmation of receipt must be completed and sent to info@vendy1.de and to the responsible leasing bank.

3. Pickup by customer

If you decide to pick up the item yourself, you can collect the vending machine from our warehouse location by prior arrangement. Please note that suitable transportation and appropriate safety measures are required to ensure safe transport.

3.1. Once payment has been received, the machine will be packed and made available for collection.

3.2 Collection is possible by prior appointment, which should be made at least one week in advance.

3.3. A van with a lifting platform and suitable equipment is required for collection.

3.4. Protective equipment such as edge protectors, straps, blankets, and a pallet truck must be provided by the customer as these are not supplied by VENDY1.

3.5. Please note that we cannot provide a forklift truck.

3.6. The vending machines must be transported in an upright position.

3.7. When collection is carried out by a shipping company commissioned by the customer or a third party, a signed collection note or power of attorney and an identity card must be presented.

3.8. The customer is responsible for ensuring that the vending machines are properly secured during transport.

4. Installation and training

4.1. Devices designed for indoor use must not be installed outdoors.

4.2. Installation and training by VENDY1 are not automatically included in the purchase price. These services are only available if they have been explicitly agreed in the purchase contract.

4.3. The Nayax account must be set up by the customer. Delays in providing the necessary information to Nayax will result in a delay in account activation. The telemetry system will only be fully functional after the account has been activated.

5. Electrical system

A suitable power connection is required to operate the vending machine. Please ensure that the installation site has a standard power supply (230V). The vending machine must be connected directly to a grounded outlet to ensure safe operation.

5.1. The vending machine must be connected directly to a grounded outlet, without the use of extension cords or multiple sockets.

5.2. An inspection in accordance with the guidelines of the German Social Accident Insurance (DGUV) is required but may be carried out later than the installation day.

5.3. It is not permitted to operate the machine using multiple sockets or with the aid of extension cables and adapters.

6. Operating instructions

The vending machine should be installed in a dry, well-ventilated location. Direct sunlight or extreme temperatures should be avoided so as not to impair the proper functioning of the machine. Ensure that the vending machine is serviced regularly. This includes checking the mechanics, cooling system (if applicable), and payment systems.

6.1. Technical modifications to the machine should only be carried out under expert guidance.

6.2. The machine has a standard locking system.

6.3. An MDB problem does not constitute a defect and can be removed from the error memory and ignored.

6.4. The machine is not waterproof, but only splash-proof.

6.5. Temperature differences can lead to condensation forming on the glass panel.

6.4. The machine is not waterproof but only protected against splashing water.

6.5. Temperature differences can lead to condensation forming on the glass pane.

6.6. The machine, especially the front page, should only be cleaned with the cleaning agents provided for this purpose to avoid damage.

6.7. Comprehensive information on smooth operation and troubleshooting can be found on our website and blog at <https://vendy1.de/blog/>.

6.8. If you have any questions or uncertainties, please contact us by phone or email.

7. Instructions for filling

7.1 Only use the products recommended for the model when filling the vending machine.

7.2 Ensure that the products are placed correctly in the machine to prevent blockages

7.3 Regularly check the expiration date of the products to ensure that the vending machine only contains fresh goods.

7.4 Be careful not to overload the compartments when filling so that the dispensing mechanisms function properly.

8. Warranty

8.1. The statutory warranty for the manufacturer is 12 months from the date of delivery.

8.2. During the warranty period, the customer is entitled to the delivery of replacement parts for defective components.

8.3. Repairs and the replacement of components are not covered by the warranty.

8.4. The warranty does not include any entitlement to on-site service or free repairs of the machine.

8.5. Damage caused by improper use or negligence will result in the loss of the warranty claim.