

Sitka Vending FAQ

 utahvending.com/sitka-vending-faq

How do I place an order or get a quote?

[Complete the contact form here](#) or give us a call at 801-316-8574

Is there a delivery charge?

Delivery is free! The only time there is a delivery charge is if the client is out of our service area.

What is the service area? Is there a charge if a client is out of the area?

We offer [snack delivery](#) and [micro market vending](#) to all of Salt Lake County and Davis County. We also serve Lehi, Highland, Pleasant Grove, Lindon, and Orem in Utah County. The out of area service delivery fee is \$50.

How do customers pay?

We send out a monthly invoice at the end of every month or customers can pay COD. We accept cash or card.

Can someone sign up for an automatic recurring order?

Yes! Setting up an automatic order to be delivered each month is a great way to eliminate unnecessary hassle for office admins.

Do you offer discounts?

Yes, customers *can get discounts for bulk orders of \$2,000+ or by signing up for a 6 month to a 2-year contract*. Discounts for signing a contract range from 2% – 10%.

Do you supply vending machines?

Yes, we offer snack vending machines, cold food vending machines, coffee vending machines, and frozen food vending machines. We can provide the vending machines, or we can stock existing vending machines with the following types of vending:

1. **Traditional Vending:** this is where the vending company makes no payment to the company and brings in their own equipment. We stock the machinery and charge the employees the prices displayed in the machines. Sitka Vending collects the money and restocks the machinery on a regular basis.
2. **Commissioned Vending:** Where the company wants vending on their property but

also wants a bit of the sale. We charge a higher rate for the product and in turn pay the company an amount based on rental of space, a percentage of sales, or any other way the customer wants to arrange it.

3. **Subsidized Vending.** This is offered with vending machines as well. There are a couple of different ways to help an organization get their product to their employees for a discount or free and regulate it at the same time. We can offer a discount on the product (for example everything priced at .25 cents) and the company pays us for the remainder owed. Token system: Employers want their employees to have a certain number of free things but would like them to have the option to pay for it at regular prices after. This is where we set the prices on the all the items in the machine to our regular prices and the employees are given tokens that will be worth a certain amount or just 1 free item based on the company's preference

Additionally, we offer glass door coolers which are a less expensive option than vending machines. ***Customers can qualify for a complimentary single-door cooler with a qualifying order size or by signing a 1-year commitment.***

What should a customer do if they are not happy with an item, don't receive it or something is missing?

Simply let us know and we will return and issue a credit.