

FREQUENTLY ASKED QUESTIONS

Do you use real locators or telemarketers?

We send a real locator to your area to secure your locations for you if you meet our minimum requirements.

How long does it take after I send in my contract before my locator arrives?

That can depend on many factors. Normally, we tell our customers —2 weeks from receipt of your deposit. It can actually take less time than that, but we'd rather give you the worst case scenario and then let you know that your locator will be arriving in 1 week, rather than the reverse.

Our locators are usually scheduled 2-3 jobs at a time and it can be difficult to gauge just when they'll finish up with their prior customer to head to your location. Every Excel Locations customer has the right of refusal (see below) when shown their locations, and if they exercise that right, that could delay the locator from moving on to the next job. We do our best to get your locator to you in the quickest time possible.

What if I don't like some of the locations that the locator shows me?

No problem! You have the "right of refusal". While on the tour of your locations (required) with your locator, if you are shown any locations that you don't like...simply tell your locator and he/she will have to get you new ones. You don't sign off or pay until you have viewed and accepted the locations.

Can I send in a regular check?

You can, but be aware, that can delay the normal process by up to 10 more days for out of state checks to clear.

Can I set my route up with a Charity rather than pay a commission to the location?

With many types of vending, this is the preferred method. It's a win/win situation for everyone.

Will the locator train me on how to get my own locations in the future?

Yes. Simply let the locator know that you want to learn how to do it and he/she will teach you how to secure your own locations for future reference. We also have some written material that we can send you upon request after your job is completed.

Of course...you can always take advantage of our No Hassle guarantee too!

Do you have any guarantees?

Yes, we do, but the guarantees differ according to the type of equipment you have and how many locations are required. Of course we cannot guarantee you any particular profit from your business— no one can. Each individual business owner is different and controls their business differently than others and no one has any control over how you run your business. We can get you the locations, but making your business work is up to you.

You can get a look at our basic guarantee that is available for any type or amount of equipment under the “Guarantee” link. You would have to speak to our office about any other guarantees that are available for your type of machine or display.