



FREQUENTLY ASKED QUESTIONS

- **Who gets the surcharge?**
The owner of the ATM Machine gets 100% of the surcharge.
- **Can the surcharge be split?**
Yes, the surcharge can be split and deposited into any bank account in the USA.
- **How much is the surcharge?**
The average surcharge is \$2.00 but you can set it at any amount.
- **When do I get my money back?**
We deposit the vault cash and surcharge into your account via the Federal Reserve within 24 hours. Funds from Tuesday will be available on Wednesday, Wednesday's on Thursday, etc... Fridays on Monday, Saturday, Sunday and Monday's on Tuesday.
- **What happens when someone does not get enough money?**
This is extremely rare, but if this does happen, the customer should call their bank and us. Our toll free phone number is on the ATM surcharge sticker. NEVER give the customer money; you may not get it back!!
- **What happens when my machine does not work?**
We have factory trained service technicians in house to serve you better than anyone else. Just give us a call on our toll free phone number and we will help you solve any problems over the phone – FREE. If you are not a "do it yourself" type we can arrange for a service technician to come to your location.
- **What are my expenses?**
You will need to pay one time charges for the ATM or your monthly lease payment. You may need to pay for installation of the ATM or you can install it yourself with our support people assisting you on the phone. You will also need to provide a telephone line and a standard electrical outlet. One roll of receipt paper is provided with the machine and typically last 6 – 12 months.
- **Are there additional expenses not covered here?**
No. There are no additional service charges or transaction fees.
- **These prices are so low, are these machines used?**
No! All of the ATM's we sell are brand new with full manufacturer's warranty for one year; we do have a five year full warranty (call for details).
- **Please feel free to call anytime 877-770-3322 or direct 734-775-7400.**