



# Customer Support Service Agreement

VDR Resale have 40 years experience in the industry.

We are always happy to offer technical support to the extent of our resources on all the products we sell. In many cases, the manufacturers and suppliers we work with understand that there is a level of after-sales service that is necessary to assist our customers in fulfilling the potential of the equipment they have purchased.

The level of support ranges from simple operational questions, user manuals and documentation, which are provided free via our customer support channels.

In addition, we can also offer a full system programming service with on going maintenance and support.

In any case we will do our utmost to make sure that any problems you may encounter are addressed to the limit of the resources available to us.

As a customer, in order to access these resources, you can call Customer Services on

Tel: 0208 440 9908

Mon-Fri 9am - 5pm

Alternatively, email Support with your question.

Customer Support Lines

Mon-Fri 9am - 5pm

**Outside of these times:**

We do offer customer service outside of standard times. You can send us an Email outside of these times and a member of our team will contact you as soon as they are available.