




## Investment & Profit

**Q: How much money can I make? Do you have real customer data?**

A: Our machines are now sold in over 30 countries. Based on real data:

- ★ Top performers: Up to **\$800/day** (40 cases @ \$20 each)
- ✓ Average: \$300–\$500/day (15–25 cases)
- 📅 Monthly Revenue: ~\$12,000 (**up to \$24,000** in high-traffic areas)

**Q: How much does the machine cost, including everything to my location?**

A:  Base machine: \$8,000



- 🚢 With payment system, 2,000 cases, shipping, customs & To Door Delivery:
- 🇺🇸 ≈ US\$ 15,000 – \$16,000 (USA)
- 🇩🇪 ≈ EU€ 13,000 – €14,500 (Germany / Europe)

*\*Reference only — final price depends on your address.*

- 💡 ROI : Sell 2,000 cases at \$20 = **\$40,000 → 2.5x Return!**
- 📍 Good location = fast ROI (sometimes within a month). Act fast before others secure the best spots!

# Product Specification

**Q: How many phone models are supported?**

A: Up to **85 models**, with **595 total** slots (85 shelves × 7 cases each). Our model has biggest capacity in the industry.



**Q: Are the cases universal? Where do I reorder?**

A: No. Cases are model-specific and only available from us, with guaranteed quality.





## Q: What's the size and weight? Can it be moved?

A: Size: 1.4m (55") x 0.9m (35") x 2.2m (90").

Weight: 380kg (≈800 lbs).

✓ Has **wheels**—movable even by a young lady.



## Q: What power does it use?

A:  110V or 220V

 330W standby / 440W while printing

*\*Pre-installed with local plug; electrical system is ready for use upon delivery.*

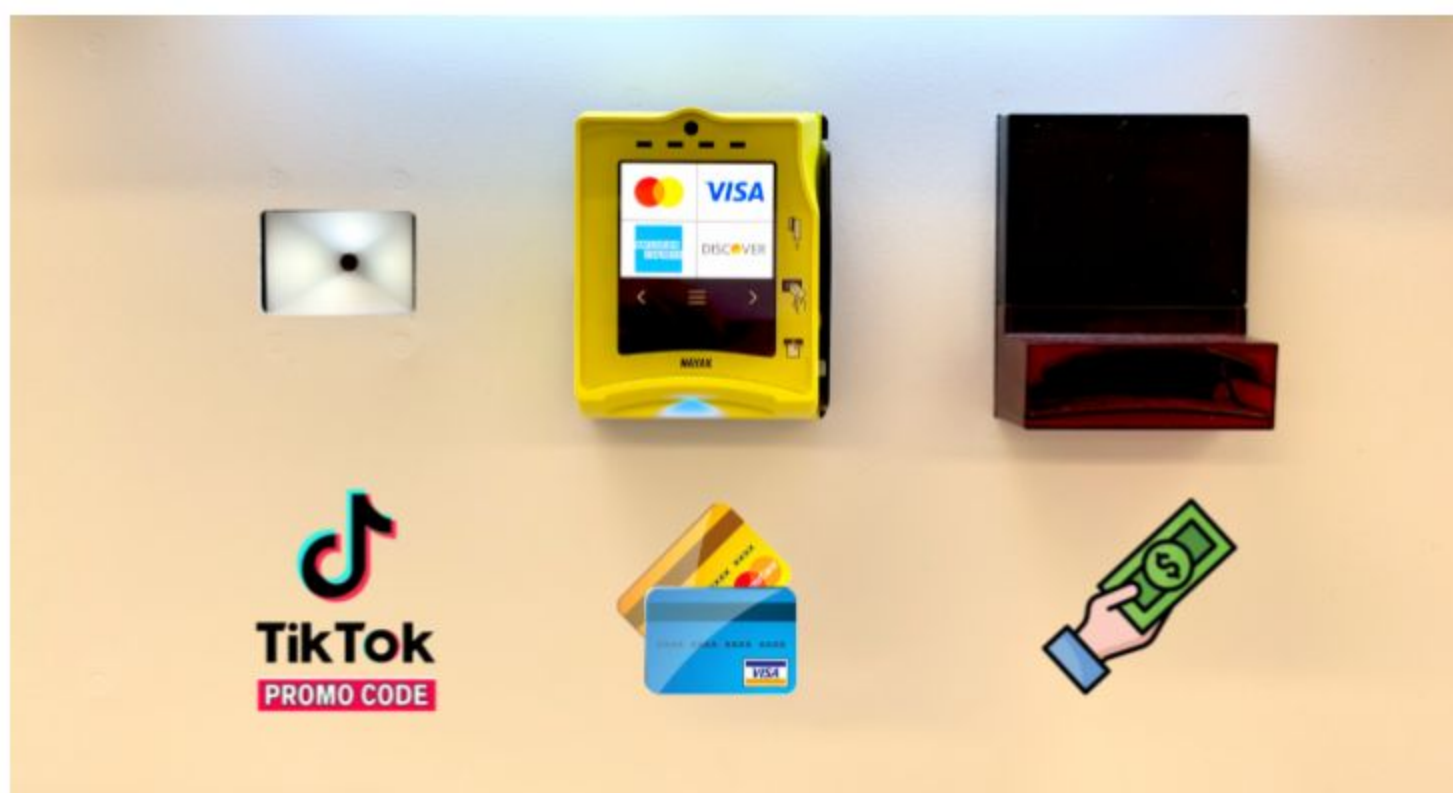
# Payment System

**Q: What payment methods are supported?**

A:

- Credit Cards / Apple Pay / Google Pay
- Cash (no coins or change)

 TikTok Coupons – Exclusive Feature: **Only we have!** (Run TikTok campaigns)



**Q: How does the credit card system work?**

A: We use NAYAX — world's #1 vending payment system (used in 60% of vending machines). We assist you with account setup + local support upon delivery. Visit their website if you need more info: [www.nayax.com](http://www.nayax.com)



**Q: Can I add my own branding?**

A: Yes.



We can customize the top decorative light with your logo and wrap the entire machine with your design.



Your logo on machine & screen








## Q: How does customization work?

A: Available options:

1. The entire body of the machine can be covered with stickers (hardware structure remains unchanged).
2. The top decoration can be fully customized into any shape or text.

Body Sticker	Topping Deco Light
	 

## Q: How to start design?

- If you have a designer — we'll provide source files.
- If not — just share your ideas (colors, text, images), and we'll design it for you!

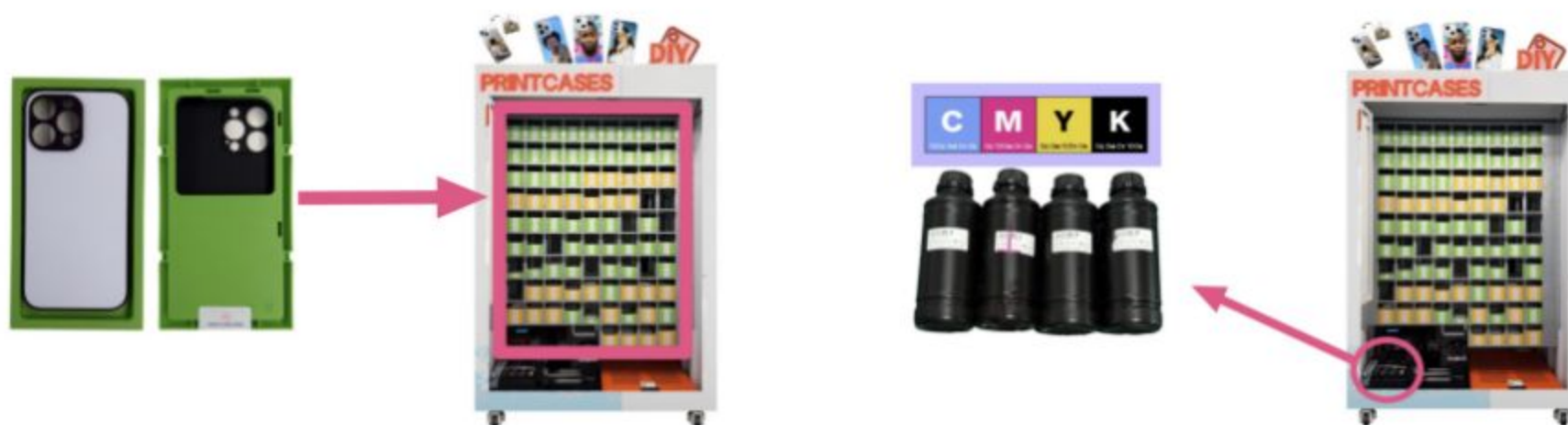
*\* Note: We'll only start the design after you place an order with deposit.*



# Supplies

**Q: What supplies do I need?**

A: Phone cases + ink.



**Q: How much do the cases cost?**

A: \$2 for standard (sell for \$20), \$3 for magnetic charging (sell for \$25—\$30).

**Q: How much is the ink, and how long does it last?**

A: \$150/set of 4 colors. One set prints ~1,500 cases.

**Q: How do I reorder supplies?**

A: Order from us. 15 days by air, 50 days by sea.

*\* We operate the industry's largest inventory and the only dust-free warehouse for phone cases — with up to one million units in stock.*



# Ordering & Payment

## Q: How do I place an order?

1. 50% deposit to start production.
2. Final confirmation with photos/videos once the machines are ready.

*( Check our YouTube for real customer videos. )*

3. 50% balance due before shipment.
4. Shipment will begin after full payment is received.

## Q: What payment methods do you accept?

A: Wire transfer only (T/T).

*\* We have local bank accounts in the U.S. and Europe — payments usually arrive the same day.*

## Q: Do you offer financing?

A: No. We don't offer any kind of financing.



# Production, Shipping & Delivery

## Q: How long does delivery take?

A: Production: ~20 days. Shipping: ~50 days. Total: 70—80 days.

**\*Important:** *Delivery time is not guaranteed due to occasional shipping delays (around 10%–20% chance, 5–10 days). We recommend allowing 20 extra days in your schedule, especially if delivery date is part of a signed contract. Shipping insurance only covers lost items, NOT delays.*



**20** Days



**35** Days



**15** Days

\* Lead time: Approx. 70–80 days from order to doorstep delivery.

## Q: Is shipping and customs included?

A: Yes, all included.

Our DDP door-to-door service includes shipping, customs clearance, import tax, and final delivery to the customer's doorstep or directly to shopping malls(ground-level only). There are no hidden costs — just wait for the goods to arrive.

**Note:** *Door-to-door service covers ground-level delivery only. Any additional handling (e.g., moving the machine inside a mall or upstairs) must be arranged by the customer.*

## Q: Is shipping insurance provided?

A: Yes, but for lost items only. No coverage for delays.

# Warranty & Support

## Q: Is there a warranty?

A: 3-year hardware warranty (most others offer 1–1.5 years)

- Lifetime maintenance and free software updates
- 24/7 engineer real-time group chat (10-min average response)

### Warranty terms:

- First month: we cover parts and shipping
- After 1 month: we cover parts, you pay DHL
- After warranty: you pay parts + DHL, support still free

## Q: What kind of support do I get?

A: We offer full video guides. After delivery, we'll create a group chat with 10+ engineers for 24/7 help.

## Q: What if the machine breaks?

- Real-time alerts to your phone
- Remote troubleshooting from our engineers
- If parts are damaged, we send replacements via DHL (5–7 days)



## Q: Do you offer marketing support?

A: Yes, we can share all promotional materials you need once you become our customer.

## Q: Can I tour your factory?

A: YES!

1. Recommended: We suggest you first watch our 30-minute factory tour video, which showcases our showroom, production lines, and our large dust-free warehouse for mobile phone cases. It covers almost everything a typical on-site visit would include. A detailed FAQ section is also included at the end.

***You can watch it here:***

[https://www.youtube.com/watch?v=3TCvtY9t\\_MA&t=1400s](https://www.youtube.com/watch?v=3TCvtY9t_MA&t=1400s)

2. Live Video Tour: If you still prefer a 1-on-1 live video tour, we're happy to arrange it. To ensure you're a serious customer, we require a \$100 deposit, which will be fully deducted from your order later.
3. Time Zone Notice: Live video tours are available between 10:00 AM and 5:00 PM (China Time, GMT+8). Please note the time difference:

- *U.S. customers: 10–13 hours behind China, so tours will be your early morning or late evening.*
- *Europe: 6–7 hours behind China, ideal for afternoon or evening slots.*

*Follow us to get live-stream schedule and new machine release!*

\* Instagram: <https://www.instagram.com/nova.vending.innovations/>

\* Youtube: <https://www.youtube.com/@NovaVending>

\* Facebook Page: <https://www.facebook.com/nova.vending.innovations>

\* Website: <https://novavendingmachine.com>



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