

Faulty Equipment Replacement

Thank you for helping us to diagnose the issue you were experiencing. We will now need to replace the unit that is believed to have a manufacture fault.

The replacement will be sent to you either by recorded post or courier and is estimated for the next working day. A signature will be required, so please ensure someone is available to receive the delivery which can be anytime between 08:00 – 18:00.

Replacement equipment will be refurbished or new, and of the same or higher specification. When you receive delivery, connect to your network and call or email the Support Team to configure.

Once you are satisfied everything is working correctly, please box up the faulty unit using the same box we sent you or using other packaging. **Please ensure it is protected with bubble wrap or other means to ensure no damage can occur in transit.** Within the box we deliver you will find a return address sticker. Apply the return address sticker and please send by recorded delivery or courier only.

On your next invoice you will see the amount of the replacement equipment charged. This is credited once return of the faulty unit is received by us and checked to make sure this is a manufacture fault and has not been damaged in any way causing the issue. To avoid the charge being applied to your account, please ensure the faulty unit is returned at the earliest convenience. If the unit has been damaged either within your premises or by return delivery to us, then you will be charged for the replacement. If the item is lost in the post due to not being sent by recorded means, then your account will be charged.

Customer Support

For further help using your Office Phones and Broadband, or other information about your services, please visit the Customer Support page of our website for user guides and easy to follow video tutorials.

For terms and conditions related to all your Vandercom services [click here.](#)

How to get in touch

For Support related enquires you can contact us by email: support@vandercom.co.uk or by phone: 0344 259 8000. For Billing enquires email Billing@vandercom.co.uk.

Our office hours are 9am–5.30pm Monday–Friday, closed weekends and Bank Holidays.

If you wish to report a 24/7 Leased Line Circuit fault or a lost or stolen mobile out of working hours, please call 0344 259 8000 opt 2 and listen for the announcements.