



# *Rocklen Central Vacuum Policies*

2024-2025

**ROCKLEN VACUUM LLC.  
02/18/2024  
EDITION #, VOLUME #**

Welcome to  
Rocklen Central Vacuum!

Central Vacuum System is a in home and commercial cleaning device that removes dirt and debris from buildings, homes, and facilities. Also known as a whole house vacuum system/built-in home vacuum.

Please read our informational guide on central vacuum system and review our policies regarding your central vacuum installation, service, and any online sales.

We strive to provide you with accurate and detailed information about all our products and services.

Thank You for choosing  
Rocklen Central  
Vacuum.

By making a purchase through our online store, you acknowledge and agree to abide by the terms and conditions outlined in this policy. Thank you for choosing us for your vacuum needs!

# Future of Cleaning

- **Powerful Performance:** Central Vacuum Systems offer unparalleled suction power, efficiently removing dirt, dust, allergens, and pet hair from every nook and cranny of home.
- **Whisper Quiet Performance:** Unlike traditional vacuum cleaners, our Central Vacuum System operates silently, allowing you to clean any time disturbing your peace.
- **Effortless Cleaning:** Central Vacuum System features strategically placed inlets throughout your home, making cleaning as easy as plugging in the lightweight hose. No more tangled cords of pushing heavy machinery.
- **No more Allergies:** Designed with advanced filtration technology, our system captures and contains even the smallest particulates, ensuring cleaner air quality. Perfect for those with allergies or respiratory sensitivities.
- **Versatility:** From hardwood floors to carpets, Central Vacuum Systems are equipped to handle any surface, effortlessly, adapting to any of your cleaning needs with a wide range of attachments.
- **Durability:** Built to last, Central Vacuum Systems boasts durable parts and robust construction, ensuring long-lasting performance and minimal maintenance requirements. Investing in a cleaning solution that will stay by your side for years to come.
- **Increase Home Value:** Installing a Central Vacuum System adds substantial value to your home or buildings property, making it an attractive for potential buyers. Experience the benefits of a modern home and or building upgrade while enjoying a pristine cleaning living and working environment.

# Central Vacuum Service Installation Policy

- **Scope of Service:** Our service includes the installation of central vacuum systems in residential and commercial properties. We offer professional installation services for central vacuum units, piping, and accessories.
- **Warranty:** We provide a warranty on the installation service to ensure the workmanship for a specified period of time depending on every unit install. The warranty does not cover damage caused by misuse, improper maintenance or unauthorized modifications.
- **Customer Satisfaction:** Our goal is to ensure customer satisfaction by providing high-quality installation services and addressing any concerns promptly. We value feedback from our customers and strive to continuously improve our services.
- **Service Fees and Payment:** Service fees will be provided upfront based on the scope of work and agreed upon before the installation begins. Payment for the service is due upon completion of the installation.
- **Rescheduling and Cancellation:** We understand that schedules can change, and we accommodate rescheduling requests whenever possible. Cancellations must be made at least 24 hours in advance to avoid any cancellation fees.
- **Professionalism:** Our technicians are trained professionals who are experienced in central vacuum installation. We take pride in our work and ensure that installations are done efficiently and effectively.
- **Safety:** Our technicians follow safety protocols to ensure a safe installation process. We use appropriate safety gear and equipment to protect both our technicians and the property during the installation.
- **Compliance:** We adhere to all relevant regulations and industry standards in our installation services. We prioritize compliance with local building codes and regulations to ensure the safety and quality of the installation.

# Online Vacuum Sale Policy

- **Product Information:** We strive to provide accurate and detailed information about all vacuums listed on our website. This includes specifications, features, images, and pricing. If you have any questions about a product, please contact our customer service team for clarification.
- **Availability:** All vacuum models listed on our website are subject to availability. In the rare event that a product becomes out of stock after your order has been placed, we will notify you promptly and provide alternative options or issue a refund.
- **Pricing:** All prices listed on our website are in USD and include any applicable taxes. We reserve the right to adjust prices due to fluctuations in the market or errors in pricing. In the event of a price change after your order has been confirmed, we will notify you and provide the option to proceed with the revised price or cancel the order.
- **Payment:** We accept secure online payments through various methods such as credit/debit cards, PayPal, and other authorized payment gateways. Your payment information is encrypted and processed securely to protect your financial data.
- **Shipping:** We offer shipping services for vacuum orders to addresses within the United States. Shipping fees and delivery times may vary depending on your location and the selected shipping method. Please refer to our shipping policy for more information.
- **Returns and Refunds:** If you are not satisfied with your vacuum purchase, you may return the product within 30 days of delivery for a refund or exchange. The vacuum must be in its original packaging and in unused condition. Please review our returns policy for detailed instructions on how to initiate a return.
- **Warranty:** Most vacuums come with a manufacturer's warranty that covers defects in materials and workmanship. Please refer to the warranty information provided with your vacuum or contact our customer service team for assistance with warranty claims.
- **Customer Support:** Our dedicated customer service team is available to assist you with any inquiries, issues, or feedback related to your vacuum purchase. You can reach us via email, phone, or live chat during our business hours.