

# FAQs

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## SALES, PRICING, AUTHORIZED OUTLETS AND THE DEALER LOCATOR

**a. Can I buy any vacuum model shown on SEBO's website?**

Yes, you even have a wide variety of colors from which to choose.

**b. Are SEBO vacuums expensive?**

No. In fact, SEBO vacuums are considered mid-range in price. In addition, if properly maintained, SEBO vacuums can save ordinary residential users hundreds of dollars by providing excellent performance for ten to fifteen years or more, and their deep-cleaning power-brush technology extends the life of carpets.

**c. How do I find the prices of SEBO products?**

The prices of vacuums are displayed on the various "Product Pages" as well as in the "Online Store" section, which is where you land when clicking on the "Buy Now" or "Shop Online" buttons. The prices of the bags, filters, accessories, attachments and spare parts are displayed in the Online Store section, on the various product-specific buying pages.

**d. Is there a financing plan available?**

No. However, this website does accept most major credit cards.

**e. Can I return my SEBO vacuum for a refund?**

Yes and no. SEBO America, through this website and in collaboration with some authorized dealers, have a special product return and refund program called the "SEBO 30-day Test Drive." However, some authorized outlets do not participate in this program, or they may have alternative policies, or they may have no provision for returns and refunds. Therefore, return and refund privileges may not be available for some SEBO products purchased outside of this program. If you have a 30-day Test Drive Certificate and wish to receive a refund for your SEBO vacuum, it is important that you follow the program procedures posted on this website.

**f. Is there a difference between authorized dealers and authorized websites?No.**

They are both authorized sales outlets for SEBO vacuums and related products.

**g. What is the purpose of the Dealer Locator available on this website?**

It provides prospective buyers an easy way to determine if a local SEBO outlet is available, whether or not it is factory authorized, or if it can serve typical customer requests. Therefore, if a sales outlet is not listed, it is either not authorized to sell SEBO products or, in rare cases, its sales volume has not reached a level that demonstrates a basic knowledge of, or commitment to, the product line. In short, for SEBO-related issues, you should patronize only the dealers listed on the Locator.