EXQUISITE REFRESHMENTS

VMC

CASE STUDY



> Offering cashless payment has become an important part of our refreshment solutions, and VMC has helped us deliver a modern service that benefits both our business and our customers.

Christian Woods, Managing Director,
Exquisite Refreshments

EXQUISITE REFRESHMENTS

DELIVERING MODERN REFRESHMENT SOLUTIONS ACROSS THE SOUTH WEST

Exquisite Refreshments is an independent supplier of commercial coffee machines, vending machines, water coolers and workplace refreshment solutions across the South West of England. Serving customers across offices, manufacturing, healthcare, hospitality, education and leisure sectors, the company provides equipment, consumables, servicing and ongoing support to help businesses deliver high-quality refreshment experiences.

As customer expectations evolved, Exquisite Refreshments wanted to offer a more convenient payment experience while reducing the operational burden of managing cash.

THE CHALLENGE

Many of Exquisite Refreshments' coffee and vending machines previously relied on coins or token systems, creating additional administration through manual cash collection and reconciliation. With fewer people carrying cash, the business also recognised that traditional payment methods were limiting sales opportunities and customer convenience.

The goal was to introduce a reliable, future-ready cashless payment solution that would improve the customer experience, reduce cash handling and support continued business growth.

THE VMC SOLUTION

After reviewing several providers, Exquisite Refreshments selected VMC's cashless payment readers based on their reliability, fast transactions, ease of integration, competitive pricing and the responsive support provided by the VMC team.

Since first deploying the solution in 2024, around 30 commercial coffee, snack and drinks vending machines have been equipped with VMC cashless readers, with further installations planned as the business continues to expand its customer base.

The rollout was completed with minimal disruption, allowing customer sites to begin accepting fast, secure contactless payments quickly and efficiently.





SOLUTION OVERVIEW

- Reduced cash handling and administration
- Faster, more convenient customer transactions
- Increased machine usage and sales
- Improved customer satisfaction
- A modern payment experience that meets today's expectations

CLIENT FEEDBACK

"Our experience working with VMC has been very positive. The team have been knowledgeable, responsive and supportive throughout. We'd happily recommend VMC because their solution improves convenience, reduces administration and provides a reliable cashless payment experience"

Christian Woods, Managing Director, Exquisite Refreshments

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