



FULL NAME	EMAIL ADDRESS	PHONE NUMBER	ORDER No.

WANT TO EXCHANGE?

If you want to exchange your items, the quickest and easiest way is to re-order what you need and then use our freepost service to return the unused items for a refund.

This way you will receive the correct items quickly and your refund will be processed once the items are back with us.

PRODUCT DESCRIPTION / FAULT	QTY	PRICE	REASON CODE	REASON CODES FOR RETURNING ITEMS
				1 - DEFECTIVE 2 - DAMAGED 3 - CHANGED MIND 4 - WRONG ITEM 5 - OTHER - PLEASE NOTE REASON

Your item must be unused and in the same condition that you received it. All hardware must be in the original packaging, including any outer sleeve as these contain the item serial numbers. We cannot accept any hardware back without this. Please do not apply the returns label directly to the product packaging. Please ensure items are packed securely.

RETURNING ITEMS - 5 Easy Steps

1. Fill out this form and choose the reason code for returning your item.
2. Use our freepost returns link on our website to generate a free returns label (vapeuk.co.uk/pages/returns-policy)
3. Place this form inside your parcel and take it to your local post office.
4. Obtain the proof of postage receipt from your post office. If you fail to identify proof of postage you are liable for any lost items.
5. Please allow up to 10 working days to process your refund.

UNACCEPTABLE RETURNS

Some goods are exempt from being returned due to hygiene reasons. These include:

- Opened e-liquids
- Tanks / Atomisers which have been filled with liquid or used
- Vape Kits which have been filled with liquid or used
- Drip tips (mouthpieces)
- Opened coils

RETURNS ADDRESS

Vape UK
Unit 2a Victoria Trading Estate,
Victoria Road,
Portslade, East Sussex
BN41-1XQ

Do not hesitate to contact us:

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