



Pacific Smoke international

• BUSINESS TO BUSINESS • MERCHANDISE RETURN FORM

Store /Company Name: _____

Contact Name: _____

Contact Number: _____ Contact Email: _____

Purchased From : _____

Date of Purchase : _____

Return Address : _____

Please explain in detail the reason the item(s) are being returned.

Pacific Smoke international

Return Items to:

PACIFIC SMOKE RETURNS DEPARTMENT
81 Granton Drive Unit 3, Richmond Hill, ON, L4B2N5

* Please read the following page on our Return Policy & Warranty prior to shipping.

* To expedite the process, please mail out a defective merchandise along with reference invoice at the time of purchase.

RETURN POLICY & WARRANTY ON BUSINESS TO BUSINESS

All communications will be done only through service@pacificsmoke.com. Phone call, visitor, and unauthorized emails will not be accepted. No exception. You may return defective items within 90 days of date received as indicated on your tracking information. Our policy covers any manufacturer defective items, dead on arrival items and items that do not appear as listed on the website.

Items damaged by misuse or improper care from consumers are not covered by our policy. Any items inspected to be a counterfeit will not be eligible for warranty. If you receive items that you or your customers do not know how to use, please feel free to contact us for proper care instructions and more in depth information on your items. We are happy to help.

Our returns policy excludes Aspire BDC/BVC cartomizers/clearomizer series, K1 tank and atomizers. Please note that return shipping will not be provided. Therefore, you will be responsible for the shipping cost both ways. However, should you receive the wrong item(s), please return the merchandise within 7 days from the day received to our Returns' address after contacting us. In most cases a return label will be provided to you.

Upon receiving your return, our [Returns Department](#) will inspect your merchandise. After inspection, we will send out a repaired/replaced item(s). Returns must include all items that come with your product, as well as the packaging. All returns are subjected to case by case exceptions. Please contact us for further questions and concerns.