

**Return Form** 

CUSTOMER INFORMATION: PLEASE ENSURE THE FORM BELOW IS FILLED IN CORRECTLY WITH INFORMATION REQUIRED AND ANYTHING NOT NOTED DOWN MAY DELAY THE RETURN PROCESS.

RETURNS FROM YOUR CUSTOMERS MUST BE SUPPORTED WITH PROOF OF PURCHASE AND ALL RETURNS MUST COME BACK WITH ORIGINAL PACKAGING WHERE POSSIBLE.

UNACCEPTABLE RETURNS ARE ANY OPENED E-LIQUIDS, DRIPTIPS, ATOMISERS AND COILS DUE TO HYGEINE REASONS

How to Return / Exchange Your Item

Fill out the form below ensuring each column has the relevant information required

Place this form inside the package you are returning

Deliver to the address above, for the attention of Returns department.

You are responsible for returning the product, return shipping charges will be credited once the return is processed. If the return is deemed not faulty we will not credit the return shipping charge.

When you Item(s) have arrived back with us please allow up to 5 working days for return to be processed

Date: /

## Company Name

## **Contact Number:**

## Email Address:

REASON CODES FOR RETURNING ITEMS TO BE ENTERED ONTO THE FORM BELOW

1. DEFECTIVE (provide description in this instance) 2. DAMAGED 3. WRONG ITEM 4. OTHER(please explain)

Flawless Order #	Product Name Colour	Reason Code	Description of Fault if applicable	Stock Availability (office use)	Cost / Value (Office Use)

Returns Office Use Only -

Start Date:

Finish Date:

Notes: