

Returns

1. Is it used? _____
2. Does it work? _____
3. Returns/Exchanges can only be done for manufacture defect
4. Was the wrong item sold to the customer _____
 - a. Still fill out this form
5. Is it within 14 days _____
6. Do they have their receipt _____
 - a. If they have it on app card print off the original receipt
7. Did you troubleshoot the device? _____

Change coil and check O-rings for tank
8. We need the box and the accessories that came with the device
9. Write ticket number and Write Original Date of Purchase

10. Attach Original receipt

- a. If they have multiple items on original receipt give it back to customer and reprint a new original
 11. No cash refunds at all, refunds will be put on a Vapor World Gift Card
 - a. If refund is **approved by owner** then it can be put back onto the person's card they originally purchased the device with
- There is **no exception** to this, it must be the original card
12. Be sure to attach return/exchange receipt
- The person that decided to do the return must do the return themselves so that their name is on return receipt
13. **Write a Description of what the issue is**

14. Who sold the item/Who is returning the item

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