**MV - Customer Service - Guide**

## Delivery Policy:

### -How long does the delivery take?

On average an order takes 2 business days to arrive, but the closer you are to our warehouse in Germany the faster your order will arrive. Shipping to capital cities throughout Europe usually only takes 1 business day. See the list below for average delivery time per country (business days).

**Austria:** 1 to 2

**Belgium:** 1 to 3

**Croatia:** 1 to 3

**Czechia:** 1 to 3

**Denmark:** 1 to 2

**Finland:** 1 to 3

**France:** 1 to 2

**Germany:** 1

**Greece:** 2 to 5

**Hungary:** 1 to 3

**Ireland:** ***1-5***

**Italy:** 1 to 3

**Luxemburg:** 1 to 3

**Netherlands:** 1 to 2

**Poland:** 1 to 2

**Portugal:** 2 to 3

**Slovakia:** 1 to 3

**Slovenia:** 1 to 3

**Spain:** 1 to 3

**Sweden:** 1 to 3

**United Kingdom:** 1 to 3

**Others:** 2 to 5

### **-How much is shipping?**

Free shipping is set at a minimum order value of 50 €, meaning all orders with a vaporizer have free shipping. If your order value is below 50 € there will be a shipping cost ranging from 5 to 20 € depending on which country you want it delivered to. Our shipping costs change frequently so go to our checkout and see what your shipping costs will be if your order is under 50 €.

The shipping costs differs, check the domain site for each country : https://magicvaporizers.com/shipping-information

### **-What are my shipping options?**

All our orders are shipped with UPS - EU warehouse / DPD Next Day Delivery - UK warehouse

### -**Where do you ship from?**

EU - Our warehouse is located in Apolda, Germany for the fastest service throughout Europe.

UK - Our warehouse is located in Portsmouth for quickest shipping throughout the United Kingdom.

### **-Where do you ship to?**

We ship to all European countries with a few exceptions. Please go to our checkout to see if we provide service to your country. If you are located in Europe, but in a non-EU country (e.g. Norway and Switzerland), your package will be subject to customs duties that are not included in the order total displayed in the checkout.

### -**Are the packages discreet?**

Yes, we ship our packages in plain boxes without any references to MagicVaporizers on them, only using our trading name "Anything Worldwide".

### -**When do I receive my tracking number?**

Tracking emails are sent out the same day your package was shipped at around 18:00 CET.

### -**What options can I pay with?**

We offer three ways of payment; by credit card, by PayPal and by bank transfer.

### **-Storage Box Point:**

The storage box point delivery is quite a popular option worldwide, however if the customer does not see such an option while placing the order means we can only deliver at doors.

### **-What happens if I'm not home when UPS tries to deliver?/Attempted delivery**

UPS then either schedules another delivery, or they bring the package to the nearest UPS Parcel Shop and then you can either go there and pick it up or contact them for another delivery attempt.

### -**What happens if I choose to not receive the package?**

The package will then be returned to us and we will refund you the amount minus the shipping cost. If you change your mind and still want the items you ordered you will have to place another order.

### -**Is my personal information safe?**

Yes, we take the storage of your personal information very seriously and have several layers of protection to prevent security breaches. Read more about how we handle your information in our [**Privacy Policy**](https://magicvaporizers.com/privacy-policy).

### -**Do you offer wholesale selling?**

Yes, we offer our wares for wholesale prices to all European companies with a valid VAT number. [**Read more about our wholesale offer here**](https://magicvaporizers.com/vaporizer-wholesale-europe).

### INFONOTICE request

UPS writes regarding this topic:

„If we don't find a customer, the drivers have small A6-sized slips of paper with them. Those are the info notes. The driver notes, for example, that we were unable to find the customer and will make another delivery attempt the next day or that the package is deposited with neighbor XY. Each of these slips of paper has an individual number and a barcode that the driver scans and links to the package.

The recipient will only find the info note in his mailbox after a delivery attempt.

I hope this helps you.

„If the driver does not meet the customer and enters something else on his delivery board, e.g. not found or left with the neighbor, then he always has to scan an info note. Otherwise the delivery board will not let him go any further. I think the likelihood that he will scan the info note and throw it away instead of putting it in the mailbox is slim. Since the note is very small, it probably often slips between advertising brochures or simply goes unnoticed.

Each info note can also only be scanned once

### Bank payment address request

The bank address for Mollie is:

Keizersgracht 126, 1015CW Amsterdam, Netherlands

### - customer paid for the order, but no payment received (Bank payment)

Mollie never wrong actually.

Customer maybe forgot to enter ref number most likely payment was refunded back to customer.

If no refund was made by mollie ask customer to fill form on <https://www.mollie.com/uk/consumers> mollie will then resolve with customer directly.

Also, when putting note always mention order number related to Sam.

### Company name on the bank statement

It will show MagicVaporizers on bank statement and not anything Worldwide.

### Buy now and Pay after delivery – Payment method

—> if customer asks to update the address, to change the receiver, etc.

**CANCEL THE ORDER** and ask customer to place a new order.

—> Domain price difference

Explain customer it's two different stores/domains. What we can do from company goodwill is refund him the value in difference but to his paypal account after he pays the invoice received. however the invoice needs to be paid in full since it goes to a third part collector. We are unable to add discounts after shipment to third part issued invoices.

so he pay invoice, once paid, he can give us paypal address and we transfer him 14 eur. or he can receive a voucher in store for 14€ instead.

Thank you for your email!

Note please you placed an order from our International site .COM. And your old order was placed from our \_\_\_\_\_\_\_ site - .\_\_\_

That are different store.  
  
We can refund the domain difference from company goodwill but to your PayPal account after you pays the invoice received. However, note please the invoice needs to be paid in full since it goes to a third part collector. We are unable to add discounts after shipment to third part issued invoices.

Please notify us after the invoice is paid and share your PayPal details so that we can refund you the difference.

​

Or, we can also generate a voucher for the difference value (\*\*\*EUR) for you.

### Note

Always check customer address and where it was delivered for collection to answer customer properly.

For extended tracking detaild visit <https://www.aftership.com/en/track>

### When customers request aftermarket and non-original accessories.

Note please that these products are not created by Storz&Bickel (EXAMPLE! - VALID FOR ALL BRENDS) and are after market products only. If using these products the device damage, it will be out of warranty.

Since we are authorized distributors for Storz&Bickel we can not sell such after market products as we will be not able to assist customers in case they create an issue with the device itself and warranty service is requested.

Therefore we only sell original Storz&Bickel accessories only.

What can you do in this case is to contact S&B and provide your feedback and request. The more persons who do so, then S&B might consider creating their own similar accessories here.

### No vapour - ask what type of herbs customer is using

Always check what type of herbs customers are using.

Customers complaining about newly delivered vaporizers that does not work or emmit any vapor it usually means they are using herbs that are not meant for creating vapor. and instead only for aromatherapeutical purposes and other state of mind effects. i think 9 out of 10 times it's usually this and this can only be found after gathering all details. Therefor it is in our interest to initially and directly ask for this type of information including maybe picture of the packaging of their herbs without sounding to accusatory intiailly. this is just so we can have all important information possible in case customers change story etc so we can refer back to it.

Vapor depends on freshness of herbs. Vapor is created from oils that are inside the herbs so when they are heated the oil inside the herb evaporates and creates the vapor and effect.

It sounds to us that it was making vapor before but not now. And since the device was not used meanwhile, all signs point to that the herbs has dried out during the time it has not been used.

This is why we recommend having a tightvac, so herbs stay fresh all the time in a really tight and sealed container.

We recommend you to try with fresher herbs from another batch.

Also, 5 seconds inhale is too little, it is needed inhale 10-15 seconds slowly.

Also, you need to make sure to clean the screens, make sure there is no clogging anywhere. As any blockage can lead to lesser effect.

Since herbs change color after session, it means the vaporizer works as intended.

So please clean the chamber, the screens and mouthpiece.

Then get a fresh set/bag of herbs again and try again. If this was a new set of herbs, it can be that it has been sitting on a shelf for longer time or in a warm environment, causing them to dry out during the warmer weather period we have in summertime.

Summer time is even more important to store the herbs sealed and in good temperature environment, so they stay fresh, as they can quickly be ruined.

### No visible Vapour - not issue /depends on many factors

Please note that visible vapor is also never a guarantee, as it depends on many factors, not only controlled by the vaporizer. This is also mentioned in Terms&Conditions: <https://magicvaporizers.co.uk/terms-and-conditions>

As long as the device heats up to the correct temperature, this means the device is working properly. The color of your herbs after your session decides the device works properly or not.

All other cases indicate either something wrong with herbs used. Either the herbs are not of the type that release visible vapor, or there is an issue with inhalation technique.

The most visible vapor is released by CBD, but note please that the same herbs can stop showing visible vapor if they are stored incorrectly.

### No Price drop

We have no plans to price drop. We are very proud of our low prices and if we were able to offer better prices today, we would already do this.

However, we offer a Price Match Policy: LINK

In case another competitor drops the price below us, we are ready to match the price.

Also, if the prices are raised, we will raise our prices also to match the lowest.

### Battery drained - old device

If the device is more than (1,5 year) or i.e. 20 months old. Normal battery drain happens, specially if stored long times.

There are some common tips that can be used when device are to be stored, it is to only charge device to about 35-50% and then store it away. If stored with higher charge state, the battery drain will also be faster.

Example Fenix 2 can do up to 75min when it's brand new, note word, up to. The time depends on the temperature set. The higher temp the lesser the runtime. About 45-50min is expected from a brand new at 190C.

That the battery has drained 30% in capacity after 20 months, is totally normal and actually it's a good number.

A battery does not lose capacity only by charge cycles, but can also lose capacity by itself over time by itself. 20% loss a year is common. see example of reference

<https://www.popularmechanics.com/technology/gadgets/how-to/a7432/why-your-gadgets-batteries-degrade-over-time-6705747/>

A high-end lithium-polymer battery can lose about 20 percent of its capacity after 1000 charge cycles. Another way to think of this is to imagine that every time you recharge your laptop, you shave a few seconds off its maximum battery life. Erratic charging and heat speed up this degradation.

And batteries degrade even if you don't use them. According to battery-testing firm Cadex Electronics, a fully charged lithium-ion battery will lose about 20 percent of its capacity after a year of typical storage.

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Example Fenix 2.0 (20-month-old): [https://magicvaporizers.freshdesk.com/a/tickets/2026](https://magicvaporizers.freshdesk.com/a/tickets/20267)

## Issue is intermittent

for all future cases where the issue is intermittent, convince customer and explain to them that if the issue can not be reproduced when tested if it is sent to manufacturer it will be sent back to him as it is without any action taken.

Therefor it is best if he has a video showing the issue to appear. This video will then be sufficient to have the warranty approved prior to sending it.

But if there is no evidence, and no issue when testing the unit then it also means there is no fault there for any warranty service or return claim to be processed.

And also, they can continue to use the devices as normal if the issue appear in future within it's warranty time he can capture it and then it will be taken back still within warranty time meaning there is nothing that prevents him from using the device meanwhile.

also when they contact us in future regarding this issue or any other issue, we have already noted down in his ticket so we can follow it up easily and have any return or warranty claim approved very quickly.

### Customer complaints about time the investigation takes + Safe place enabled!

We always ship parcels to be signed by customer when delivered by default. However here you, the customer has enabled the safe place option, meaning has instructed DPD that it is fine for them to leave it outside your apartment. DPD has followed your instructions here.

Due to above this complaint is now a consequence of such decision made that the parcel should be left unattended. Therefore, the topic is now an active insurance claim. All Parcels are insured when we ship however when safe place has been enabled and permission given for DPD to leave your parcel unattended the liability shifts over to yourself normally.

This is now a case where you claim that DPD did not follow your instructions, and therefore we have opened an investigation with DPD for this parcel. DPD have to investigate now what has gone bad, verify all details and if something even did go wrong according to the terms and conditions accepted when enabling safe place.

Also, DPD need to carry a driver interview, complete their investigation by checking all data and perhaps even send driver back to your address.

If it is approved and investigation shows that the parcel is covered by the insurance in this case then DPD will send you a physical letter which you have to sign and post back to them where you confirm in writings that you have not received this parcel.

The whole procedure is estimated to take 30 days according to DPD but can take longer in some extraordinary cases.

More information can be found here:

https://www.dpdlocal-online.co.uk/help-centre/parcels/question/claims/how-long-does-the-claims-process-take

We are unable to speed this process as it is outside our control. We are unable to provide any replacement Parcels as well because you enabled safe place and allowed the parcel to be left unattended so that the insurance is not valid in this case now. Therefore, the store has not done anything wrong here from the beginning and is not liable for any losses occurred.

​We ask for your patience and allow DPD to carry the outlined processes and wrapping up this case.

Price Match

**IMPORTANT!  
The Price match is possible only for the products with the same version and colour.**

**We are not able to match the price for the products with the colour we do not sell.**

**ALWAYS ASK SAM FOR APPROVAL BEFORE MATCH THE PRICE**

### AMAZON/eBay - NOT APPROVED

Unfortunately we do not match Amazon or eBay, please see our price matching policy here

*LINK--RIGHT DOMAIN*

Products shipped from or sold by a third-party seller, at a market, auction, or advertising market

### For UK auto approved

Vapefiend

Vapeelevate —-> This store should receive 0 sales, we match this store automatically whatever they charge for in checkout when its time for customer to pay.

### For UK **Not** Approved

#### Puffpuffpalace - ships from Netherlands

Please note that Puffpuffpalace ship their products from the Netherlands, there will be additional import VAT or custom duties when importing outside of UK.

While we ship within UK.

If you find any UK stores that are cheaper than us and match our Price Match Guarantee terms, we will happily match the price.

<https://magicvaporizers.co.uk/price-match-guarantee>

TVape - Products supplied through unauthorised distributors (known as 'grey market' items) or delivered directly to customers from an overseas distributor"

Unfortunately, TVape also known as Toronto Vape is a Canadian retailer using a German distribution center for shipment to UK. We are unable to price match any overseas seller, only UK sellers. You can check our Price Match Guarantee here: https://magicvaporizers.co.uk/shipping-information

* Products supplied through unauthorised distributors (known as 'grey market' items) or delivered directly to customers from an overseas distributor

You could probably face additional charges of about 20-25% for importing goods from outside of UK. As shipments to UK since Brexit could face additional import vat or custom duties just so you know if you decide to order from there.

# Returns/Malfunctioning:

### -**Malfunctioning:**

* In the rare occasion a product you have received from us is defective on arrival, you are entitled to a replacement or refund
* Please notify MagicVaporizers of any faults and defects as soon as you become aware of them
* All items sent to us must include the original invoice and a filled-out return form you receive from MagicVaporizers support
* MagicVaporizers will dispatch a replacement or issue a refund, as soon as our Returns Department has received the product and confirmed the defect
* **Many also open warranty cases when they don't think the devices are working. Most cases the devices are working very well but the usage is not correct by the user making him think the devices are not working properly.** Only times warranty cases are valid is usually when there is a technical error such as not charging, not powering up, error message on screen and so on.

The rest can always be troubleshooted and advise given to customer on how to properly use the device

## Malfunctioning - Warranty/RMA:

Each brand has its own warranty procedure. RMA can be approved by manufacturer or Sam depending on brand/issue.

When RMA is confirmed by manufacturer enter it into the RMA Doc Sheet.

Or when we need Sam`s approval enter all data into RMA sheet + upload media files and place in the correct folder with RMA name.

**RMA Doc sheet**

https://docs.google.com/spreadsheets/d/1ArE0fTb7r6JE3SV5DYwH07IVdXoDmkTafX5lL8WlvKw/edit?pli=1#gid=932003243

All RMA's when request files or videos are to be uploaded to the Dropbox folder using that link.

**Dropbox - login**

[support@magicvaporizers.com](mailto:support@magicvaporizers.com)

AWKCYxsAUKJir3AYj0nhBT

**Share video URL (link for customers)**

<https://magicvaporizers.com/rma-upload>

Media provided in RMA sheet, please create folders first in the brand category and move the video/media files there.   
  
\* *the videos need to be placed in folders in respective brand folder before asking for approval.*

Sam won’t approve a case unless the folder is there. Because he has to check all content is there before approving, so we send later in batches to manufacturer, it means it can be forgotten.

*In the Sheet put VIDEO LINK to the video!* Open the video in Dropbox→ Share → Copy Link

**General Instructions for all RMA:**

**To open RMA we need the video or image of the issue.**

The media files uploaded will be placed in a folder called 2. Requested Videos

Once RMA is checked and approved, fill out the Doc sheet and move the files/folder to "1. Created RMAs/Brand/Registered RMAs/RMANUMBER

Example

./RMA/1. Created RMAs/Arizer/Registered RMAs/RMA2049

**Don't fill out doc for unapproved RMAs!**

If a customer has attached files to the email, you can create the folder yourself in Dropbox and save the files from the email there directly

Created RMAs/Brand/Registered RMAs/RMANUMBER → Upload → choose files → Upload.

**Only valid warranty replacements/credits are to be filled in sheet.**

**If manufacturer decline the warranty, mark it as declined!**

Otherwise, it's filled with non-valid data and I have to go through all and clear out the non-valid ones. So when we request later credit notes from manufacturer they will see that this was never handled.

Only devices which are covered by warranty and where you ask me for permission to replace, should be placed.

! You enter sheet, put media folder in place, then ask Sam in note if OK to replace this. If last step is not happening (asking Sam) then it means It's too early to put it in the sheet, as It's still waiting more information

**Following data should be available to ask Sam for approval:**

* Order number
* Order date
* Serial number of the device
* Video/image of the issue
* Short description of the issue

**Following data should be available to raise the case with the manufacturer**

- Purchase date

- Product name

- Product colour

- Serial number

- Description of the issue

- Media proof: image or video

- Full customers details including email address and phone number

- **ALWAYS ATTACH CUSTOMER’S INVOICE TO THE MANUFACTURER EMAIL!!!**

**! according to EU law, boxes are not needed for warranty —> in case a manufacturer tries opposite.**

### Storz-Bickel UK and EU

**EU cases**

In GERMANY (GSL), we provide them S&B warranty form as usual!!.

Except dead on arrival devices. In this case follow the steps below.

**UK cases**

If customer contacts us in **UK ONLY** and Customer has **PORTABLE Device**.

The RMA is to be handled by us directly, meaning follow RMA procedure: video recording, video should show serial number in same sequence, add to sheet and raise with S&B

If customer contacts us in **UK ONLY** and Customer has **DESKTOP Device.**

The Desktop devices you need to have video recording, and serial as well. If there is a fault confirmed then raise with S&B. They will provide customer with return label to S&B and S&B will receive the device, repair it and send back to customer.

***If device DOA*** even if desktop device, (error on display, doesn’t power up etc) then ***customer sends video and serial in same sequence,*** and then raise with S&B.

**Raising S&B warranty claims:**

**Visit** [**https://www.storz-bickel.com/en/customer/account/login/**](https://www.storz-bickel.com/en/customer/account/login/)

**Login with: support@magicvaporizers.com**

**Password: 6DBjN8sJayNTCGLA#ueZm#$7Z**

Click on My devices to the left.

Register the Device and fill out the information required such as Serial, customer invoice date and attach a copy of the customer PDF invoice.

Submit it.

We will now receive an email here saying it is pending registration. And then on next business day we will receive an email saying it has been registered.

Once device has been registered under our account there will be a link under my device to open an RMA with S&B.

**If device is already registered under customers account** you need to email [service@storz-bickel.com](mailto:service@storz-bickel.com) asking S&B to de-register it so we can register it. (this might add a small delay since we have to wait for de-register to be able to register it.

Hi,

we can not register **SERIAL NUMBER**  as it is already registered.

SORT DESCRIPTION OF THE ISSUE (in a few words)

Regards

Example: <https://magicvaporizers.freshdesk.com/a/tickets/25828>

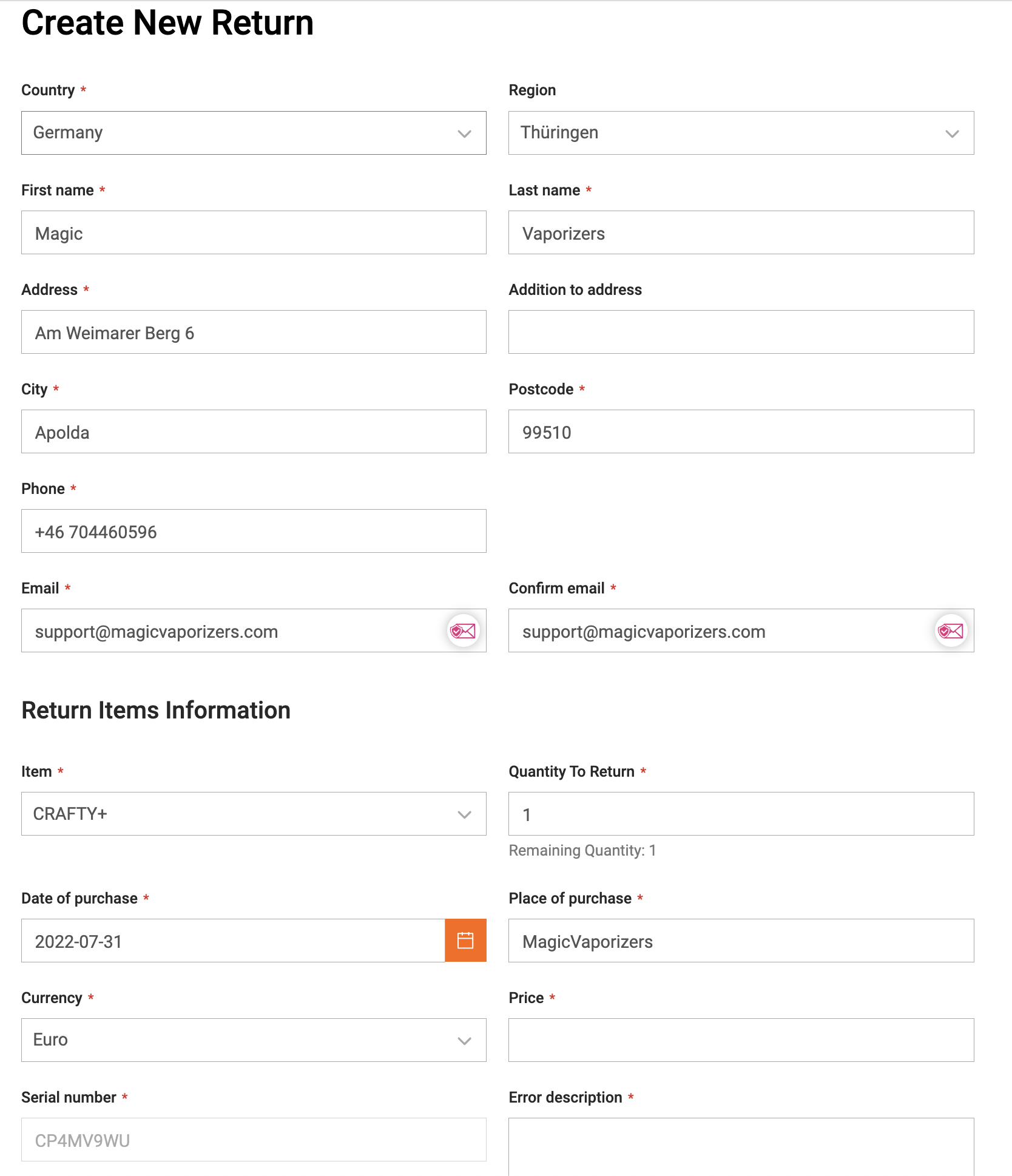
*You can answer customer at this stage to thank you for his documentation we have forwarded it to Storz-Bickel for evaluation if this can be repaired or if it needs to be replaced under warranty.*

After receiving the notification that the device is registered:

1 - Login to Storz-Bickel portal again.

Go to My Devices > Initiate RMA on the device that matches serial.

Fill it out as below:

****

*FYI - Sam is using this extension btw to save and prefill data for this but also other personal sites.* [*https://chrome.google.com/webstore/detail/autofill/nlmmgnhgdeffjkdckmikfpnddkbbfkkk*](https://chrome.google.com/webstore/detail/autofill/nlmmgnhgdeffjkdckmikfpnddkbbfkkk)

*But that is up to you if you want to do or fill manually.*

Fill out Price as seen in the customers invoice.

In Error description fill out the error description and provide URL to dropbox. (remember to use share url in dropbox).

Example:

"Intermittent charging. Tried different cables but same issue. See video: dropboxurl

Awaiting approval from you before we replace it to customer. "

After S&B approval of the warranty and sipping the replacement to GSL, you need to

1- ask customer to return the device to Cloud

2- once received by Cloud ask them to dispose the device and replace the device to customer and ask to share the serial number of new device

Hello,

We received the faulty device, and have issued a new replacement device to you.

The replacement device will be shipped soon, free of any fees or charges.

We would kindly ask you to provide us a picture of new serial number after receiving the replacement device. We will forward this to the manufacturer and ask them to update your account with the new information about your device so that your warranty is activated to this new device.

Looking forward to hearing from you soon!

2 - after receiving of new serial contact Andreas ([andreas.hensel@storz-bickel.com](mailto:andreas.hensel@storz-bickel.com)) and forward this info to him

Hello Andreas Hensel,

We hope you are doing well :)

​

We have replaced the **DEVICE** to **CUSTOMER NAME** - RMA **#1111111111111111111111(number id mentioned after the RMA claim is opened)**

The serial number of the exchange device **SERIAL NUMBER**

Full customer's details:

Name, address, phone number + email

**Regards**

### **Arizer**

**Arizer EU+ IE**

We provide canned responses for them to open RMA with the manufacturer directly.

**Arizer UK**

We require video proof+serial and replace the devices ourselves.

(As a replacement issue unit only!!)

### **PAX EU and UK**

We provide canned responses for them to open RMA with the manufacturer directly.

DOA or RMA for annoying customers

Anytime a product is exhibiting a potential fault please refer the customer and their complaint(s) with respect to PAX Labs products to PAX Labs directly. We have a team of experts that can help resolve most reported issues, avoiding the need for any replacement product to be issued.

Customers can easily contact our Support Team by submitting a support ticket at: <https://www.pax.com/pages/support-form>

**In the event you have accepted a customer’s device, please *do not issue* a replacement, but instead contact myself and the Partner Support Team by emailing:** [partnerhelp@pax.com](mailto:partnerhelp@pax.com) **(not to be shared with consumers!!)**

We can facilitate warranty support and troubleshooting accordingly. Critical info needed:

- Serial Number

- Colour of Device

- Date of Purchase

- Customer Contact Information (delivery details + telephone + email)

- Reported issue (LED lights, charging, vapour production, etc.)

This process ensures we are able to gather useful information and feedback of product issues and concerns.

Lastly, it’s important to check authenticity of product prior to accepting any return.

### **DynaVap EU and UK**

These can not break as they don't have any electronics and are made of steel. No RMA are needed. If something is still needed we open a ticket with DynaVap for customers to be handled directly by them.

### **DaVinci**

All RMA/Warranties should be approved by the manufacturer

DaVinci RMA's for our internal use only, never share email address or conversation with customers

Send email to: [zuzana.kratochvilova@greenlane.com](mailto:zuzana.kratochvilova@greenlane.com)

Freshdesk template: DaVinci - warranty message to the manufacturer.

Request proof from customers:

The video should include serial number, charging port and chambre are clearly visible.

*For example, if the customer doesn’t take care of the device per DaVinci’s recommendations and policies, warranty is not applied.*

If not a video, please always request a photo of:

i. Opened chambre

ii. Charging port

iii. Serial number

DaVinci Tutorial: https://www.dropbox.com/home/RMA/2.%20Requested%20Videos/DaVinci%20Video

### **Cloudious 9.**

We contact support@cloudious9.com ourselves saying a customer has this and that issue. And we ask for advice. Normally this manufacturer will then reach out to customers or ask customers to contact them directly or approve the warranty.

### **Smono**

In case of Smono warranty, the procedure is to ask for serial number. The number is written on the box and collect video evidence and raise with the manufacturer (ALWAYS).

Once you have the required information, you send email to return@reinhart.shop and ask for warranty approval and credit note.

Once the credit note is received - download credit note PDF and create folder with RMA number in Dropbox and add it there

Example: RMA/1. Created RMAs/Reinhart-Smono/Credit Notes/RMAnumber

Then issue replacement in Magento for customer or refund customer as he wants.

Meaning:

Evidence > Send email to Manufacturer > Wait for credit note > Send replacement to customer. > add credit note to Dropbox > Replacement issued

If credit note is not received within 48 hours send reminder about it to them!

For Smono no evidence or serial is saved locally. We should receive a credit note for each replacement made one by one.

### **Flowermate**

Autoapproved by Sam warranty issues: No NTC, temperature stuck and does not heat up.

IF SERIAL IS SHARED: We add to sheet all info and replace the device/issue a refund without raising this with Sam/Manufacturer

Another Issues like battery issues, display issues, heating issues etc, should be approved by Sam.

IF THERE IS NO SERIAL NUMBER → Raise with the Frank (manufacturer)

Email frank@flowermate.com Not to be shared with customer!

Please send all Flowermate request to this email here when seeking assistance or advise with RMA. If not it's possible to determine from video only.

Including for this ticket also.

### **Xmax**

Autoapproved by Sam warranty issues *if serial is available*: Sensor Error / short circuit

All other issues contact manufacturer when the issue in with the device (like doesn’t charge, display is dead etc.)

In cases the device doesn’t charge, always ask the picture of the USB port also to make sure it's not damaged. !before contacting the manufacturer

### **AirVape, Boundless, Fenix, Flowermate, Focusvape, Wolkenkraft**

Video Evidence+serial and we ship customer new one  
  
—---> for cases with problems with the operation of the device itself like the screen is dead, the battery discharges quickly etc. --- contact the manufacturer

#### **Autoapproved Issues: Sensor Error, Temperature stuck, Protect Error, Break Error.**

## -**Change of mind/Return**

### If a customer wants to return his order, we have a strict return policy that we do not accept opened/used items. Therefore, customer needs to fill out our return form.

If the picture is not clear that the sealing is still intact we need to ask the customer to send us a new picture that shows it. Once all is confirmed we will then provide the customer with a return address.

**NOTE: Important Info about sealing!**

Some devices like **DynaVap** have no sealing, so we asked the picture of inside of the chamber to check if the device is unused.

DynaVap M came in plastic tube

DynaVap M+ (plus) came in carton box. → check if box is not ripped!!

**Arizer** portable devices have sealing on the units only! Box is unsealed. Ask picture of sealed unit!

**DaVinci** units have sealing on battery or flavour chamber.

Tinymight2 - unsealed

**Always ask for picture of the serial number of the Vaporizer that is being returned. It should be located on the box (Xmax, Arizer (on the button of the device but it is visible through sealing),Flowermate, DaVinci). If its a model with a serial that is. Then note the serial down as a note in the current ticket.**

The reason is that the only time we lose control over a device if a future customer receives it and complains it looks X or Y. Is only if it has been returned by someone else. This means it has changed hands and could have been manipulated. When added as note, it means we can search in tickets for the serial and see if we receive a match or not in case future customer complaints.

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## Refunds for orders that clarify for a refund:

* Refunds will only be processed once the product(s) has been received by MagicVaporizers and our Returns Department has checked that the product(s) is sealed and not used
* All refunds will be made to the same account and with the same payment method that was used to place the order
* To issue a refund locate this order on Magento--->Invoices---->Credit Memo---->Refund
* Bear in mind excluding the shipping fees as these are non-refundable by us

## Cancellation+Change items/address:

German warehouse (handles Europe except for UK) receive their first export file at 07:30 German time. This includes orders from 14:00 day before until 07:30 the day its transferred.

Next export happens at 11:00 and contains orders between 07:30 to 11:00

Third export happens at 12:45 and contains orders between 11:00 to 12:45

Forth export happens at 13:45 and contains orders between 12:45 to 13:45

This means if someone wants to change address, cancel order and so on. This can only be done before any export is done. After an export is done and customer wants to:

1. **Cancel order** - We tell customers that it's too late as order has already been shipped. Tracking numbers are sent automatically at 19:00. We tell customer that he has 14 days to return back his order from the moment it's received contingent that it is still brand new and never opened. To do that please contact us once you have received your parcel and we will provide you with our return form.

B) **Change items in order** - We tell customer that it's too late as order has already been shipped. Tracking numbers are sent automatically at 19:00. It is not possible for us to make any changes anymore.

Orders are synced to cloud UK Time Mon-Fri . 07:00 09:00 12:00 13:20 13:58 so what this leads to is that any cancellation/edits you will be able to handle same as Germany orders meaning instantly without asking their support to cancel orders.

**Any order marked in Magento as already imported is already imported to cloud.** There is no time lap in-between. Example customer placing order at 16:00 sending an email at 23 asking to cancel, you can cancel it in Magento directly

## Missing items:

WARNING! Missing items that are tiny usually hide inside the layer of the wrapping paper or behind the sidewalls of the box we shipped with. Ask the customer to please confirm the wrapping has been taken out, flated out and looked for carefully between each layer?

German warehouse (EU+IE) also can tape small items (like screens) to device’s box!

### **Manufacturer Fault:**

Missing parts of a single SKU product (washer, heater, chamber). We create a new ticket with the manufacturer for them to conduct this customer further after.

### **Logistics Fault:**

Missing product of a multiple SKU ( i.o: the customer ordered 2 vaporizers, 1 is missing).

We apologize for this situation and ask the image of all items received. If missing is confirmed, raise the case with warehouse (EU →GSL / UK→Cloud). Provide images + cost of goods to the warehouse. Ask them how we shall proceed.

If warehouse confirm the missing:

We apologize and tell the customer that the remaining product will be shipped out shortly free of charge.

!\* Cheap items missing for UK ask Sam, perhaps we can take a loss.

Tickets priority:

1. Cancelation of orders

2. Edit of addresses

3. Edit of orders

The above are most urgent and time sensitive because if not done in time they will cause a lot of extra work for us.

Then

4. Potential customers want to purchase something and have issue with payments or decision-making

5. Lost orders

6. Warranty/RMA cases

7. Other complicated cases that need where customers ask for guidance, comparisons and so on. Where longer answers are needed

8. The rest

WAREHOUSE CONTACT EMAILS

**UK - CLOUD FULFILMENT:**

support@supportcloudfulfilment.freshdesk.com

Add Cc if the case is processing TOO long

→ tony.matthews@cloudfulfilment.com

→ alvin@parcelmonkey.com

→ alex.masterman@cloudfulfilment.com

Just in case:

Cloud phone number: 08082533882

**EU - GSL:**

→ [usommer@gsl-servicenet.de](mailto:usommer@gsl-servicenet.de)

→ **thjanetzki@gsl-servicenet.de**

→ [hvoigt@gsl-servicenet.de](mailto:hvoigt@gsl-servicenet.de)

Lost parcels and UPS investigations > Helko only

Updates regarding above claims > Helko only

GSL Picking errors > Helko only

Change of address of orders > Helko only

Cancelation of orders > Helko and CC Uwe and CC Thomas

Stock count request or issue with mixed SKUs > Uwe and CC Thomas only

New booked in deliveries > Uwe and CC Thomas only.

Just in case:

GSL phone number +49 3644-517150

GSL receiver if anyone ask: Thomas Jantezki

LOST PARCEL CLAIMS

Lost parcels after customer has attempted what he can do to find it. Customer can not open lost claims himself. It needs to be opened by warehouse/sender always.

Foremost, provide customer the info about the device that is mentioned in the tracking: when it was delivered and by whom it was received + Picture of delivery if it is available.

Also ask customer to check with neighbour.

If parcel could not be found and it is also not delivered to Neighbour raise with warehouse and have them open investigation together with what customer claims. \

If UPS raise with GSL (Helko only)

If DPD raise with Cloud.

**ALWAYS ADD INVESTIGATION TO THE SHEET: EU+IE→GSL**

**UK→Cloud**

**Instructions how to process Lost Parcel**

**For GSL = EU**

GSL parcels with status "Delivered" but customer claims its not delivered. (Usually POD shows left outside door, or just Mailbox.)

If parcel could not be found and it is also not delivered to Neighbour raise the case with GSL.

We wait for 7 days. Customer can check with other neighbours etc meanwhile. (we suspect customer is not scamming us).

**\*After 7 days** (**we suspect customer is not scamming us**) add a note to Sam saying the status of claim and ask if we can can then under goodwill compensate for redelivery.

If it's approved by Sam refund/reship parcel → process what customer prefer

*BUT! Also, ask customer to sign or fill a form back to UPS so they can refund us back. Like a non-receipt confirmation letter.*

**For DPD = UK**

As long as safe place not enabled.

Raise with DPD, and process the case till they open the investigation, and at this stage we cover customer's parcel. Also, ask Sam in the note.

But if they ignore us for 7 days, meaning no updates from them and customer is not scammer in our opinion, then cover the parcel as well

IMPORTANT!!! If we cover the parcel value (meaning from goodwill) ask customer to sign a claim letter form and sent it back to DPD so they can refund us back.

Say something like: … *we might need you to sign a claim letter which DPD will be sending to your address stating that you have not received the parcel, so that DPD can refund us back later. We kindly ask you to help us here, we will contact you when/if we require your further assistance or written acceptance that you did not receive the parcel.*

**Claim Letter - DPD Lost Parcels**

* add a reminder to customers when we receive such information that a letter is sent to customer. Tell such customers something like:

*We received the notification from DPD the claim letter is sent to you. Please sign the letter and send us a picture of it signed so we can upload it online. Then please send the physical back to DPD.*

*+Screenshot of the DOD notification (Cloud will forward it to us)*

* With that picture, provide it to Cloud and tell cloud that customer has filled it and sent it back now.
* Ask customer after 7-8 days if they can confirm that the letter has been received and sent back.

## Cloud - cots of goods

value of goods can be found in the Cost: field in Magento. Value is in EUR so you need use google rates to convert to GBP.

### Message to cloud with cost of goods - there is a template with the same name, use it, but make sure correct info are provided!

Hi Cloud,

Order UK156987

Contains:

PAX 3 Vaporizer

COLOUR: Black

SKU: SKU781

QTY: 1

VALUE: 106.10€ = £89.79 GBP

**TOTAL VALUE OF GOODS: £89.79 GBP**

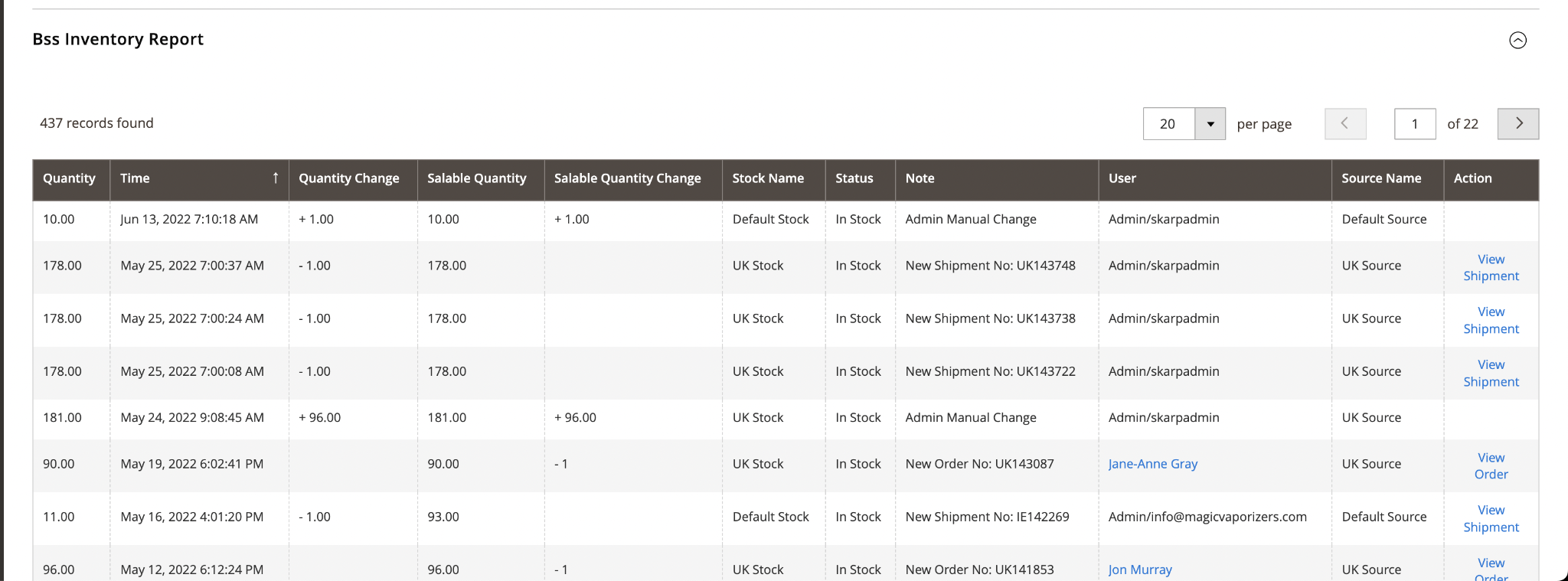
Regards

## **Magento notes.**

**- To check if the item was returned to stock or not:**

You can see this if you go to the product SKU

in bottom you have BSS Inventory Report tab. Open it, sort by date from newest to bottom and here you can see the order number and how stock has flown.



## Any device not turning on first time:

In one message:  
  
1) instruction on how to turn on the device (google or Youtube will help you)

2) If this device has a removable battery - ask customer to take out the battery and see if there are any safety seals on the contacts.

2) say - if that does not help please record a video showing how you operate the device etc.

GSL BACKEND

<https://trackingtool.gsl-servicenet.de/>

User: Anything Worldwide

PW: 1111590

Tracking to Germany shipped by regular post which can be identified based on 2 letters+numbers+ 2 letters can be tracked on german local post website. In Germany local post is handled by DHL. Meaning search on DHL Germany tracking page for this tracking to find out where it is.

# Program to find Bic for IBAN:

# You can save this for future

<https://www.iban.com/iban-checker>

# bank address for Mollie

Keizersgracht 126, 1015CW Amsterdam, Netherlands

# Wiew-login to mollie

Site: <https://my.mollie.com/>

Email: support@magicvaporizers.com

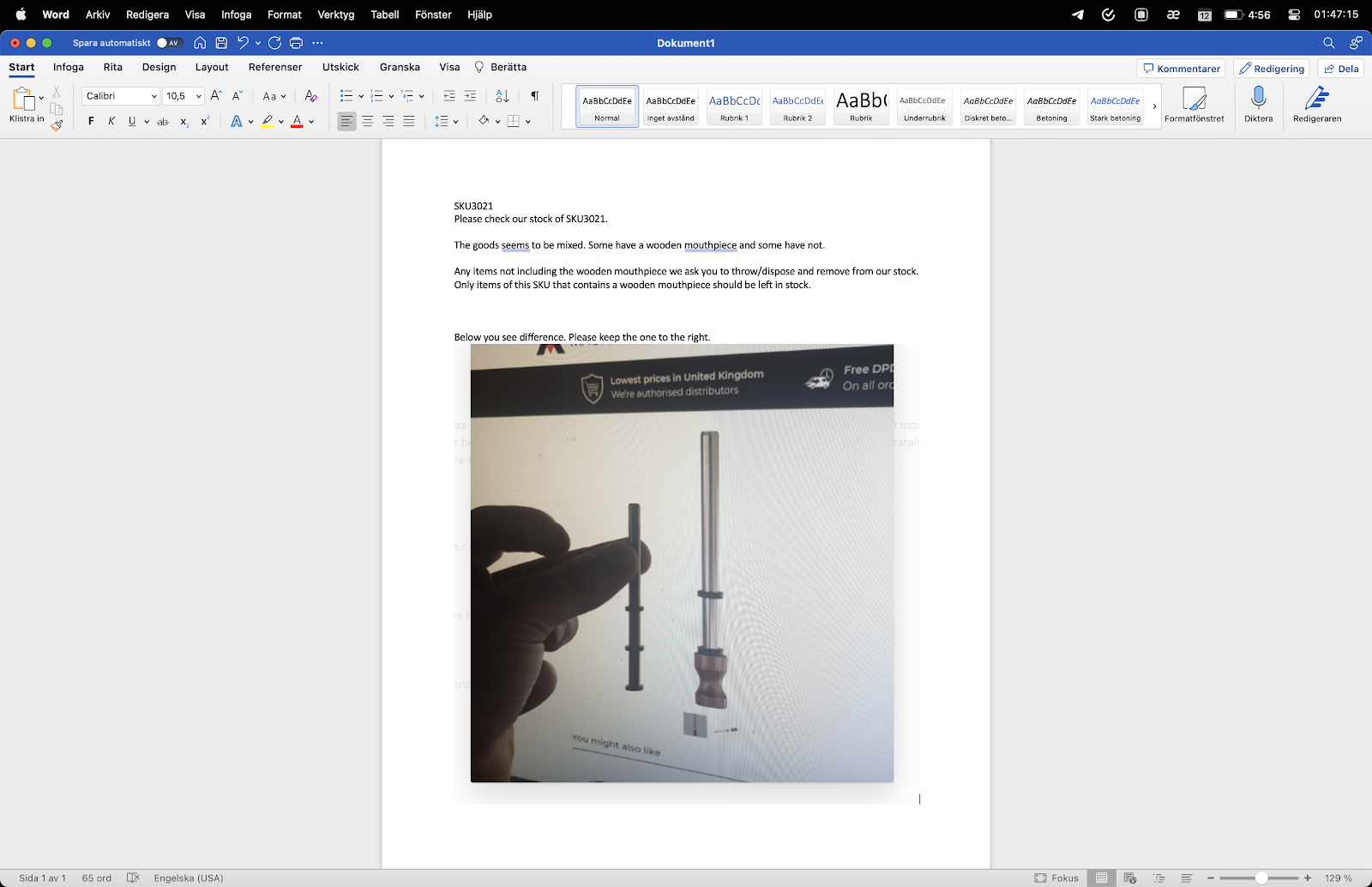
Password: 24F9xG\*L&9oC

# How to create New VAS Request

<https://magicvaporizers.freshdesk.com/a/tickets/33064>

I will do it this time to show you, it is a very simple process in case you need to do it in future yourselves.

See below picture and attachment. We write in word or any text editor our request. We then save the file as PDF.



Visit Cloud, and click on VAS > Upload New VAS Request and upload your PDF file there.

