

REFUNDS & RETURNS

Return of unwanted goods:

We'll be happy to replace or refund anything unopened and unwanted within 14 days of receiving your purchase! We're sorry to say that for hygiene reasons, we're not able to accept any item that has been opened.

To make a return, please e mail us at info@30minutesvape.com Please provide details such as your **name, order number, date of purchase and which item you would like to return, the reason why you are returning your product and the time of collection** you prefer. We will come and collect your items from the same address we delivered your order. If the collection address is different from where we delivered, we will contact you for further arrangement. A return collection charge of £3 (By cash) need to be paid at the time of collection.

Can I return a faulty item?

You certainly can.

If you receive damaged or defective goods, or an item is missing from your parcel you must inform us via email or phone call within 48 hours. Claims made after this time period will not be accepted. We will collect the item free of charge.

On receipt of the item, we will test and inspect the product, if the item is defective we can offer you a refund within the first 30 days of purchase or a replacement, or if the product is no longer available we will issue a refund or offer an exchange for an alternative product of your choosing. If it turns out your returned item isn't faulty, we'll explain what's happened and return your item to you free of charge. If the damage is caused by misuse, accidental damage or wear and tear, we will not be able to refund you or exchange for alternate product.

What if I've received an incorrect item?

If you could please get in touch with a picture of anything incorrect, we'll aim to get back to you with a resolution within 24 hours.

Phone: +44 7414110414
Email: info@30minutesvape.com

How does it work if I want a refund?

We'll always refund you to the payment method used at checkout. Once a refund has been issued, it can take up to 5 working days (excluding bank holidays and weekends) for your bank or PayPal to put the funds back into your account, but it's usually the same day.

If there's an issue with your order, please contact us and we'll be able to advise you on the best way to get it resolved.

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