

# REFUNDS & RETURNS

## Can I return something from the UK?

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.

## How do I return something?

To make a return, we'd recommend using your local Post Office's 'Royal Mail Signed For' service. Don't forget to ask for a proof of postage/receipt when you do - this is just so that if anything happens (which is rare), it can be chased up.

We encourage you to double check that your return is packed securely and the address is clear and visible on the outside of the parcel. Please also include your name, order number, and the reason why you are returning your product on a note and pop that in the return's parcel. This'll mean we'll be able to handle your return as efficiently as possible.

Our returns address is:

Sheffield Vape Outlet  
296 Ecclesall Road  
Sheffield S11 8PE

## Can I return a faulty item?

You certainly can, as long as it's within the 6 month warranty period!

However, just in case the fault can be identified without having to send anything back, we'd suggest getting in touch via email, live chat or phone first. We'll then do our best to identify any faults and suggest possible fixes.

If it's returned and a fault is found, we'll refund your postage cost (up to £5) and either replace or refund your item for you. 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.

Phone: 01143271568

Email: [sheffieldvapeoutlet@gmail.com](mailto:sheffieldvapeoutlet@gmail.com)

## What if I've received an incorrect item?

If you could please get in touch with a picture of anything incorrect and of your receipt, ensuring that it's showing the 'picker and packer' details on the top-right, we'll aim to get back to you with a resolution within 24 hours.

Phone: 01143271568

Email: [sheffieldvapeoutlet@gmail.com](mailto:sheffieldvapeoutlet@gmail.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.