



SUPPORT POLICY

WE ARE HERE TO HELP...

Vapamore stands out from all the others manufactures due to our superior support. This includes everything from product education for your staff, end user technical help, usage tips, warranty and repairs. It is important to remember to have your staff and end user utilize the support we provide for any help or information needed. Most all returns or issues can be avoided by a simple phone call to the Vapamore support staff. Contact Information - e-mail: info@vapamore.com / phone: 480-591-8900

VAPAMORE.COM

The vapamore.com website contains the materials needed for staff training and end user support including product overview videos and specific "how to" videos and usage tips pages. The videos have been produced to provide concise information to address the most common questions associated with Vapamore products. We strongly recommend familiarizing yourself with the videos and refer customers to the video web page at vapamore.com. Other pertinent information regarding Vapamore products such as usage suggestions and tips, as well as the product pdf instruction manuals can also be found at vapamore.com

WARRANTY ISSUES / REPAIRS

Most issues encountered by customers stem from the lack of product knowledge. Refer customers with any issues directly to our support department. The Vapamore support team has been developed to address these problems and provide a solution. In most cases Vapamore will accommodate any requests within reason to ensure satisfaction with the Vapamore experience. We are here to help.

For warranty and repairs the customer is to contact Vapamore direct for technical help and / or to schedule warranty work. Only Vapamore can service Vapamore products. Service provided or attempted by anyone other than Vapamore will void all warranties. This is in accordance with the ETL Certification and to maintain the Vapamore Lifetime Warranty.

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RETURNS

Vapamore accepts product returns within 30 days of the product purchase date. Vapamore does not charge a restocking fee as long as the item is returned in unused, like new condition with original inner and outer packaging. The returning dealer / distributor will be charged the cost to recondition any items returned with missing or damaged parts and / or missing or damaged inner or outer packaging. Items returned that have been used in non authorized use or abused may be subject to rejection and not returnable.

For returns you (the dealer) must contact Vapamore for an RA number to issue your customer. We will not issue RA numbers direct to your customers. The product then needs to be shipped to Vapamore either directly from your customer or by you the dealer. Once the product arrives and is checked in Vapamore will issue credit within 24 hours. All returns must have an RA number and Must have the RA number clearly marked on the outside of the returning package. E-mail sales@vapamore.com for RA requests. Vapamore is not responsible for any shipping fees to or from our facility. Vapamore does not refund any shipping fees involved in the sale or return of any items.

SHIPPING DAMAGE

Damaged items will be handled by Vapamore with the shipping carrier. Once a claim is confirmed Vapamore will reship a replacement item and handle the claim with the carrier. Any dealer / distributor using third party shipping will be responsible to handle their own claims. Vapamore products are double boxed and foam packed to prevent any shipping damage.

Signature: _____ Title: _____ Date: _____