



ELECTRONIC CIGARETTES, INC
 PO Box 739
 BINGHAMTON, NY 13905
 877.324.4462
 WWW.ELECTRONICCIGARETTESINC.COM

RETURN MERCHANDISE FORM (RMA)

1) Customer Information

Order Number	
Name	
Phone Number	

Email Address	
Shipping Address	
City / State / Zip	

2) Returns / Exchanges

RMA Type	Item	Quantity	Color
<input type="checkbox"/> Return - 30 Day Guarantee			

If for any reason you are not satisfied with your purchase, you may return your order within 30 days for a refund. Simply complete the Return Merchandise Authorization (RMA), place the RMA form and all items from the original purchase in a padded envelope, and mail it to us at the address that is listed on the RMA form. Please allow 1-2 weeks for processing. All refunds will be issued back onto the the original credit card used to purchase. This applies only to starter kits in their original packaging; Customer is responsible the cost of any used cartridges ,liquid and the original shipping cost.

NOTE: All exchange requests MUST be accompanied by an RMA form, be received within 30 days of the date of the original delivery date, and include all items to be exchanged . We reserve the right to refuse any exchange request that does not meet these requirements.

RMA Type	Item	Quantity	Color
<input type="checkbox"/> Exchange			

We offer a guarantee to the original purchaser that our items will be free of defects in material or workmanship for full 30 days from the date of delivery. This warranty only applies to the product under normal use and is subject to all product usage documentation. In the event you need to exchange your product simply complete the Return Merchandise Authorization (RMA), place the RMA form and the item(s) to be exchanged in a padded envelope, and mail it to us at the address indicated on the RMA form. RMA forms can be obtained by clicking here, or by contacting customer service. Please allow 1-2 weeks for processing.

NOTE: All exchange requests MUST be accompanied by an RMA form, be received within 30 days of the date of the original delivery, and include all items to be exchanged. We reserve the right to refuse any exchange request that does not meet these requirements.

3) Return / Exchange Reason

Please complete this field with an explanation of your request:

4) Customer Signature

By signing I am acknowledging I have read and accept the terms of **Electronic Cigarettes, Inc.** Return/Exchange policy.

Customer Signature

Date