



Product Return/Exchange

ECO-CIGS has a 30-day refund/exchange policy. If you are dissatisfied for any reason, let us know! Call us toll-free at 855-ECO-CIGS (855-326-2447) or e-mail us at sales@eco-cigs.com.

To return products, fill out this form completely and follow the directions at the bottom of the page.

Used cartomizer refills, opened cartomizer refill packages and disposable products cannot be returned for a refund, but, if defective, can be exchanged for new products. Defective products must be returned intact, with all components, and must not be substantially consumed.

Refund/Exchange Policy: If you purchased your products from ECO-CIGS.COM, you will receive a refund on the credit card used for the transaction (less the original shipping charges). Or, if you prefer, you may choose to exchange them for new products. If you purchased your products at a retailer, your products will be exchanged for new products.

Refund

Exchange.....

Date _____

First Name _____

Last Name _____

Address _____

City, State, Zip Code _____

Phone _____

E-Mail _____

Item(s) being returned _____

Description of problem(s) _____

Purchased from ECO-CIGS.COM Packing List number: _____

Purchased from retailer Retailer + location _____

How to return items:

- Pack the item(s) in a secure, protective shipping package, with its original packaging (if possible).
- Include this form.
- If purchased from ECO-CIGS.COM, include the packing list or write the packing list number on this form.
- If purchased from a retailer, include a copy of the receipt.
- Ship to this address:

ECO-CIGS Returns
1055 Julia Ct.
Glencoe, IL 60022

Note: Eco-Cigs Inc. does not pay for return shipping, and does not refund original shipping charges.