

Return policy Returns / Warranty claims

How to proceed

To help us process your return/warranty claim as quickly as possible, please read the return policy carefully and fill out the form on the following page completely and truthfully.

To return an item, you must fill out the return and warranty form in advance and send it to support@vape.ch.

The product must then be returned to us **in its original packaging, together with the completed returns and warranty form**. The original packaging is essential, as it contains the serial and batch numbers. Otherwise, we will unfortunately be unable to process your return. Shipping costs are borne by the customer and will not be refunded.

Returns

Products must be in their original packaging and completely unopened. Otherwise, they cannot be returned. Returns are only possible within 10 working days of purchase. In the case of returns, the credit note may be reduced by up to 25% of the sales value to cover administrative costs.

For hygiene reasons, the following items cannot be returned:

- All liquids, pre-filled pods, disposable and hybrid vapes, even if they are still sealed. You want to be 100% sure that you are receiving a flawless and unused product
- Vaporizers and vaporizer heads, as these are considered consumables
- Any accessories, such as seals, glass parts, etc., that are used in vaporizer heads

Warranty claims

We provide a 24-month warranty on all products..

The following are excluded:

- Batteries and rechargeable batteries after successful commissioning
- Devices that show signs of damage
- Devices that have been tampered with, e.g., firmware updates
- Devices that have been damaged by liquids
- Vaporizers* and vaporizer heads
- Sealing rings
- Items from the clearance sale category
- Products without a receipt/proof of purchase and without the original packaging

*If a vaporizer bubbles (sensation/noise when inhaling) or leaks (drips), we can certainly help with advice, but this is not covered by the warranty.

If there is no warranty claim, the buyer shall bear the costs of any fault analysis (CHF 60.00).

Returns and Warranty Form



Customer data

Last name		First name	Postal
Street/House number		code/City	
Phone/cell phone number		E-Mail address	
Do you have a customer account?	Yes	Customer number	
	No	(If there is no customer account, a copy of the receipt for the item must be enclosed)	

Article

Product name
Serial number
Purchase date
Order number

Reason for return

Defect (warranty claim)
Incorrect delivery
Incorrect order (credit to the customer account, provided the item is still in its original packaging)

Article condition

Defective (warranty claim)
Original packaging
Packaging opened
Packaging missing

Scope of return

Device
Packaging
Charging cable
Pods/coils Quantity

Error description

I hereby confirm that the information I have provided is accurate and complete and that I have accepted the information regarding the return policy.

Date and signature

Return no.: **Ret-** (filled in by the Vape Heaven Team)