

Customer Exchange Form



Thank You for purchasing your item from V2cigs. This form is for customer merchandise exchanges only; if you have a defective product, and need a warranty replacement, please contact our support department. All exchanges MUST be in new and unused condition. All items are available for exchange with the exception of V2 flavor cartridges. When you exchange one item for another, we will cover the cost to ship the new item(s) to you. We do this to offset the cost you incurred shipping the item back to us. The new item(s) will be shipped to you at no cost via USPS first class mail only. We reserve the right to revoke this policy on a case by case basis in the event we deem a customer is abusing the system.

HOW TO EXCHANGE YOUR ORDER:

1. **Please Note: Only one exchange will be permitted on an order.**
2. **Print this page and complete the form indicating the item(s) you wish to exchange, the reason for your exchange, and the requested replacement item(s).**
3. **Mail the item(s) you wish to exchange with this completed form to:**

***VMR Exchanges
1521 Alton Road #275,
Miami Beach, Florida 33139-3301***

4. **When we receive your item, we will review your request and contact you by email if we have any questions. Exchanges are only processed twice weekly, so please be patient. After your exchange request is processed we will ship you your new item(s) via USPS First Class Mail, and send you a confirmation of the shipment by email.**
5. **After Shipment, your new item(s) will arrive in 5-7 business days to addresses within the continental United States and Canada.**

FILL OUT THE FOLLOWING INFORMATION:

Customer Name: _____ Order Number: _____

Item(s) to Replace:

1. _____
2. _____
3. _____

REASON FOR REPLACEMENT:

- Battery color Battery Length Other (Please Specify): _____
- LED color Wrong item(s) shipped Different Battery Switch (automatic, manual)

Item(s) Requested:

1. _____
2. _____
3. _____