



Return Merchandise Authorization Form (RMA)

Customer Information

Order No.		Email	
Name		Address	
Phone		City/State/Zip	

Returns / Exchanges

<input type="checkbox"/>	Return	<input type="checkbox"/>	Exchange
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Item	Quantity	Reason

REFUNDS

Direct E-Cig is committed to delivering a quality customer experience. If for any reason you are not completely satisfied with your purchase, you may return your order within 14 days for a refund. Simply complete all sections of the Return Merchandise Authorization (RMA) form, place the RMA form and all items from original purchase in a padded envelope and mail it to us at the address indicated below.

All refunds will be issued to the credit card used for the original purchase. If items are missing or are in poor condition the retail cost of these items may be deducted from any refund. Since we cannot re-use opened cartridges, we will deduct \$7.50 per opened or missing cartridge from full kit returns.

NOTE: All refund requests MUST be accompanied by a RMA form, be received within 14 days from the date of the original shipment, and include all items from the original order.

EXCHANGES

Direct E-Cig warrants that our products are free from material defects and workmanship. If material is found to be defective from our company we will repair or replace with a comparable component you may exchange within 90 days. This warranty applies to the product under normal use and is subject to all product usage documentation. In the event you need to exchange your battery or charger, simply complete all sections of the Return Merchandise Authorization form (RMA), place the RMA form and the item(s) to be exchanged in a padded envelope, and mail to it to us at the address indicated below.

NOTE: All exchange requests MUST be accompanied by an RMA form, be received within 90 days from the original purchase date, and include all items from the original purchase.

We reserve the right to refuse any refund or to issue a partial refund for any request that does not meet these requirements. Shipping cost are not refundable. We recommend that you return your order via traceable mail, as we do not take any responsibility for undelivered returns. All cartridge sales are final. Cartridges are unable to be returned for a refund. Please allow 30 days for us to receive and process your request.

Customer Signature

By signing I am acknowledging I have read and accept the terms of Direct E-Cid Return/Exchange policy.

Customer Signature

Date