



Customer Returns Form

FULL NAME	EMAIL ADDRESS	PHONE NUMBER	ORDER No.

WANT TO EXCHANGE?

Use this form to send back unwanted items and request a refund. Then purchase your new items online.

This is the quickest and easiest way for you to receive your new items before they sell out.

Your refund will be credited on receipt.

- Save time by not having to wait for us to re-send your items.

- Get your new goods and refund back.

PRODUCT DESCRIPTION	QTY	PRICE	REASON CODE	REASON CODES FOR RETURNING ITEMS
				1 – CHANGED MIND / WITHDRAWAL 2 – DEFECTIVE / DAMAGED / WRONG ITEM 3 – OTHER

This returns policy does not affect your statutory rights. Please ensure you return your unopened goods, as sold, with all the original packaging, within 14 days of receipt.

UNACCEPTABLE RETURNS

Due to hygiene and re-sale value, we are unable to accept the following items as a return: any VitaCig products without airtight wrap (in case of changed mind withdrawal).

RETURNING ITEMS – 4 EASY STEPS

We have provided instructions for how to return your items quickly and safely. Please read carefully.

1. Fill out the form above and choose the reason code that specifies the cause for returning your item.
2. Place this form inside your parcel and take it to your local post office and return to us. We suggest using a signed for delivery service.
3. You must get proof of postage from your post office. If you fail to identity proof of postage you are liable for any lost items.
4. When your item has arrived back with us please allow up to 5 working days to process your refund.

ADDRESS TO RETURNS

Titan Power Ltd.
Tancsics u. 4/b. Budapest,
H-1165, HUNGARY

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