

REFUNDS, RETURNS AND WARRANTY.

HOW DO I CHANGE AN ORDER?

Unfortunately, it is usually not possible to make changes to an order once you have placed it. If you would like to add products to your order, please place a new order for these items using the links below:

If you would like to continue purchasing our IQOS MESH range, you can do so by clicking on the link below. This will redirect you to [iqos.com](https://www.iqos.com) where the full range of IQOS MESH products are available:

IQOS MESH range: <https://uk.iqos.com/shop/iqos-mesh-en>

If you would like to continue purchasing our VIVID & NICOCIG range, you can do so by clicking on the corresponding links below. The links will redirect you to [healthandcare.co.uk](https://www.healthandcare.co.uk) where the full range of VIVID & NICOCIG products are available:

Vivid range: <https://www.healthandcare.co.uk/vivid-electronic-cigarettes-and-vivid-e-liquid.html>

Nicocig range: <https://www.healthandcare.co.uk/vivid-nicocig-electronic-cigarettes.html>

See below for details on how you may be able to cancel your order.

HOW DO I CANCEL AN ORDER?

Pursuant to the Consumer Contracts Regulations 2013, you have the following cancellation rights when you place an order with us online or by telephone:

- You are entitled to cancel your contract if you so wish, provided that you exercise your right no longer than 14 days after the day on which you receive the products.
- Your right to return products does not apply to our e-cigarette, cartomisers and e-liquid products which have been opened after delivery. This is necessary for hygiene reasons.
- Your right to return products also does not apply to products made to your specification, that have been clearly personalised or which by reason of their nature cannot be returned.
- If you wish to exercise your right of cancellation, you are obliged to retain possession of the products and take reasonable care of them. Do not use the products if you have decided to cancel the order.
- To exercise the right to cancel, you must inform us of your decision to cancel your contract by a clear statement, including details of your name, geographical address, details of the order you wish to cancel and, where available, your phone number and email address.
- You can cancel by email: info@vividvapours.com, or calling us on 0800 0858 858 between 8:00 am and 5:00 pm Monday to Friday (excluding bank holidays), or by writing to: Philip Morris Limited, PO Box 67731, London, W6 6FS.
- If you decide to cancel, please contact customer service on 0800 0858 858 to obtain a return number. Please complete the return label that was included on the delivery note that accompanied your order. You should return the products to us within 14 days of such cancellation. You should keep proof of postage. Once we receive the products, we will reimburse to you (by the method used to pay for the original transaction) the amount in relation to products to which cancellation rights apply. This includes the cost of delivery (except for the supplementary costs arising if you choose a type of delivery other than our standard and least expensive method of delivery).
- We may make a deduction from the reimbursement for loss in value of any products supplied, if the loss is the result of you failing to take reasonable care of them. We will make the reimbursement no later than 14 days after the day we receive back from you any products supplied.

Please note we cannot accept returns of e-cigarette, cartomisers and e-liquid products which have been opened after delivery. This is necessary for hygiene reasons.

HOW DO I RETURN AN ITEM? REVIEW WORKING HOURS

1. Contact Vivid Vapours Customer Care to obtain technical support and, if necessary, your return code. You can email us at info@vividvapours.com, or call us on 0800 0858 858 between 8:00 am and 5:00 pm Monday to Friday (excluding bank holidays).

2. If you still want to return your product please enter your return code provided by Customer Care on the Collect + return label included with your order. Please be aware that without this information we will not be in a position to process your return.

3. Complete the returns section of the form and enclose this delivery note page within your parcel.

4. Securely package your items and attach the Collect + return label to the outside of your parcel. Ensure any original delivery labels are completely covered.

5. Please take your parcel to any Collect+ location and obtain a receipt as proof of postage. You can find your nearest Collect+ location at www.collectplus.co.uk/store-locator. All returns are inspected upon receipt, and appropriate refunds will be processed to your original method of payment immediately. Refunds may take up to 10 working days to appear on your account depending on your payment type.

If you do not complete the necessary returns information, or provide the original delivery note with your return, it may not be possible to complete your exchange or refund. Please ensure all fields are completed as required before sending.

Please note we cannot accept returns of e-cigarette, cartomisers and e-liquid products which have been opened after delivery. This is necessary for hygiene reasons.

GUARANTEE

We are pleased to offer a twelve-month guarantee on all Vivid products purchased directly through the www.vividvapours.com website or through the Vivid call centre. Restrictions apply.

WHAT DOES THE GUARANTEE COVER?

Our guarantees provide cover against faults and breakage during normal use. This means that if your product develops a fault during the guarantee period, we'll arrange for it to be repaired or replaced free of charge.

HOW DOES THE GUARANTEE WORK? REVIEW WORKING HOURS WITH JON

During the guarantee period, if your product stops working properly, and this is not because of one of the reasons listed below in "What's not included", check any user guides contained in the product packaging.

If you still can't resolve the issue, please contact us by calling 0800 085 8858 between 8:00 am and 5:00 pm Monday to Friday (excluding bank holidays). You'll need to provide us with details of your product and the date of purchase.

We'll ask you to return the product to us and to provide your contact details including your address. Once we've received the product, if we can't repair it, we'll replace it with a product of equivalent specification via our business partner Health & Care if the product in question is from our Vivid range and via IQOS if the product in question is from our IQOS MESH range. If no equivalent product is available we'll discuss an alternative with you, and we'll always do our best to make sure that you're satisfied with the outcome.

WHAT'S NOT INCLUDED?

There are some specific exclusions from our guarantees, as follows:

- Accidental damage, for example if your product has been dropped
- Consumables such as cartomisers & capsules
- If the product has been used commercially or for business purposes
- Cosmetic wear and tear such as scratches, dents, corrosion or colour where the function of the product is unaffected
- Any loss suffered as a result of not being able to use the product, or any loss over and above the purchase price of the original item
- Servicing, inspecting or cleaning of the product; and failure to follow our instructions for use
- Deliberate damage or neglect of the product.

Please note that our guarantee only applies to Vivid products purchased directly through the www.vividvapours.com website or through the Vivid call centre. Vivid products not purchased directly through the www.vividvapours.com website or through the Vivid call centre must be returned to the retailer where the purchase was made.

This does not affect your statutory rights.

RECYCLING

You can now recycle your old electrical items with us

If you're buying a new electrical item from us, we will recycle your old one for free. We'll then store it and dispose of it in an environmentally sound way. Just post it to us at;

WEEE Recycling

Philip Morris Limited

Clipper Logistics Plc

Hellaby Lane, Hellaby Industrial Estate

Rotherham

Sth Yorks

S66 8HN

You can recycle your old electricals yourself by finding your nearest recycling point here:

<http://www.recycle-more.co.uk/>

WHICH PRODUCTS CAN BE RECYCLED?

Any of our products marked with a crossed-out wheeled bin symbol on its packaging can be recycled.

WHY RECYCLE?

Unwanted electrical equipment is the UK's fastest growing type of waste.

Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and also human health.

To remind you that old electrical equipment can be recycled, it is now marked with a crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with the crossed out wheeled bin symbol) in your bin.

WHAT IS WEEE?

The Waste Electrical or Electronic Equipment (WEEE) Directive requires countries to maximise separate collection and environmentally friendly processing of these items. WEEE encourages the collection, treatment, recycling and recovery of waste electrical and electronic equipment.