

## RETURN FORM

N°/Ref order number:.....  
 Name/Surname:.....  
 Country:.....  
 Phone number:.....  
 E-mail:.....

**Please send your return to the following address:**

→ **VAPE-R SHOP  
 SAV Freevap  
 Rue du Simplon 28  
 1800 VEVEY**

In the event of an error or faulty equipment, please return your items in new condition and sealed in the original box, together with this document duly completed, **after contacting Customer Services via [info@freevap.ch](mailto:info@freevap.ch).**

If products are returned without prior request and do not comply with the return conditions, we will not be able to process your request. You will be responsible for all transport and return costs.

**WARNING: Any impact and/or misuse of the equipment will invalidate the manufacturer's warranty.**

Product name	Quantity	Reason (N°)	Refund (N°)

**Reason for return: (enter the corresponding number in the Reason box)**

1. The product has been damaged in transit
2. I didn't order the item I received
3. The product I received is faulty
4. Order error

**Method of refund:**

**(please insert the corresponding number in the Refund No. box)**

1. Refund via the payment method used to place the order
2. Exchange (if possible)

(If your wish to be taken in charge is not possible, Freevap reserves the right to choose another option for handling your after-sales service)

Signed in : ..... on : .....  
 Client signature :