



Return conditions

You're not happy with your purchase? Then you can report this to us within 14 days after receiving your product to the email: sales@smokershop.be.

Refund

When do we pay back?

We will refund you all costs incurred (purchase costs and shipping costs) as soon as possible but in any case within 14 days after withdrawal. We can wait with refunds until we have received the returned products (together with the return form).

What do you get in return?

You will get a full refund of the purchase amount including the paid shipping and payment costs.

How do you get your money back?

If you get your money back, we will refund the amount in the same way as you paid for the order. If this does not work, we will of course contact you.

Return shipping costs

Return costs are for your own account.

Please fill in the information below:

Order reference: (9 letters)

Name:

Adress:

Phone: Email:

Reason of return:

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Instructions Returns

Returning

Send the articles complete and, if reasonably possible, in original, undamaged packaging, with the copy invoice and a return form filled in as completely as possible.

Useful tips

In order to process your return as quickly as possible, it is useful to follow these tips.

- Make sure that the article is properly packed so that it cannot be damaged by transport.
- Preferably use the same packaging materials in which we sent the product to you.
- Do not stick stickers on the product packaging under any circumstances.
- Under no circumstances write on the product packaging.

Post Office

Take the package to the post office. There you will receive a reference (barcode) as proof that the parcel has been returned. Keep this code in a safe place and make sure you have it at hand if you need it.

Handling of the return shipment

As soon as the item you have returned has been processed by us, you will receive automatic notification. We strive to process your return as soon as possible. Our aim is to process within 1-4 working days after receipt of the package.

You can cut out the address label below and stick it on the box.

Sender

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TO :

ESQW srl
Rue de Courtrai 33
7740 Pecq
Belgium