



SUPPORT POLICY

WE ARE HERE TO HELP...

Vapamore stands out from all the other manufactures due to our superior support. This includes everything from product education for staff, end user technical help, usage tips, to warranty and repair. It is important to remember to have your staff and end users utilize the support we provide for any help or information needed. Most all returns or issues can be avoided by a simple phone call to the Vapamore support staff.

VAPAMORE.COM

The vapamore.com website contains the materials needed for staff training and end user support including product overview videos and specific "how to" videos and usage tips pages. The videos have been produced to provide concise information to address the most common questions associated with Vapamore products. We strongly recommend familiarizing yourself with the videos and refer customers to the video webpage at vapamore.com. Other pertinent information regarding Vapamore products such usage suggestion tips, as well as the product pdf instruction manuals can be obtained from vapamore.com.

WARRANTY ISSUES

Most issues encountered by customers stem from lack of product knowledge. Refer customers with any issues directly to our support department. The Vapamore support team has been developed to address these problems and provide a solution. In most cases Vapamore will accommodate any requests within reason to ensure satisfaction with the Vapamore experience. This is why the Vapamore brand name is trademarked.

REPAIRS

Customers should contact Vapamore support directly for any technical aid or to schedule a repair. Vapamore products are designed for longevity

RETURNS

In the case of dissatisfaction with a product, opened or unopened and a request to return the item we work with the dealer and the dealer's policy. Vapamore will accept any returned unit from a dealer sale within 30 days after purchase by the end user for a full credit to the dealer less any shipping fees.

All returns must be issued a return authorization (RA) number. RA numbers can be obtained by contacting Vapamore. Vapamore does not issue RA numbers directly to customers.