



Returns

This is the stated Vapamore return policy on the web site and instructions included with the machine.

No returns after 15 days of proof of purchase date. All returns have a 15% restocking fee. Returns will not be accepted without an issued RA number. Please see owners manual for all warranty issues. Vapamore is not responsible for any shipping fees or shipping damage.

We do not hold these guidelines in all cases, Vapamore is a customer service company and works with all customers and dealers to handle each case as best possible. In a case of dissatisfaction with the 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.

For returns you (the dealer) must contact us for an RA Number to issue your customer. We will not issue RA Numbers direct to your customers. The steamer then needs to be shipped to Vapamore either from the customer or by the dealer. Once the machine arrives and is checked in we will issue the full credit. All returns must have an RA Number.

Repairs

Warranty or repairs, the customer is to contact Vapamore direct for technical help and to schedule warranty work. In many cases Vapamore will help with paid return shipping or offer free replacement brushes or accessories to help keep the customer satisfied with their experience. These are handled by the Vapamore staff on a case by case basis.

Damaged items will be handled by Vapamore with the shipping carrier. Once a claim is confirmed Vapamore will reship the item and handle the claim with the carrier. To date Vapamore has not had a single damage claim on any item shipped. The Vapamore product is double boxed and foam paced to prevent any shipping damage.