



Returns & Refunds Policy

Last updated: April 2025

At **Vape888**, your satisfaction is our top priority. We strive to offer the best quality products and service. If you are not entirely satisfied with your purchase, we're here to help.

Returns

Due to the nature of our products (vape devices, pods, and accessories), returns are only accepted under the following conditions:

- The item must be **unused, unopened**, and in the **original packaging**.
- Returns must be requested **within 7 days** of receiving your order.
- Proof of purchase is required (order number or invoice).
- Only products purchased directly from our website (www.vape888.co.za) are eligible for return.

To initiate a return, please contact our support team at [your support email] with your order details and reason for return.

Non-Returnable Items

For hygiene and safety reasons, we do **not accept returns** on:

- Opened or used vape pods or cartridges

- E-liquids
 - Clearance or promotional items
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Refunds

- Once we receive and inspect your return, we'll notify you of the approval or rejection of your refund.
 - If approved, your refund will be processed to your original payment method within **7–10 business days**.
 - Shipping costs are non-refundable unless the return is due to our error (e.g., wrong item received).
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Exchanges

We only replace items if they are **defective or damaged** upon arrival. If you need to exchange it for the same item, contact us immediately at support@vape888.co.za within **48 hours** of delivery.

Return Shipping

- You will be responsible for paying your own shipping costs for returning your item unless otherwise stated.
 - We recommend using a trackable shipping service or purchasing shipping insurance.
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Need Help?

Email us at support@vape888.co.za or visit our **Contact Us** page.

Important Note

This policy is in accordance with South African Consumer Protection Laws. Vape888 reserves the right to refuse returns that do not meet our criteria.