

## TERMS AND CONDITIONS

### QUALITY

E-Burn single use products are manufactured under license in China and individually tested prior to leaving the factory. All are supplied fully charged and ready for use and should be used within twelve months of manufacture. For simplicity we suggest stockists work to within six months of purchase. The date of manufacture is included within the unique ID number of each item.

UNDERSTANDING THE DATE CONTAINED WITHIN THE UNIQUE ID NUMBER ON THE BATTERY INSIDE EACH E BURN

e.g. product with eb 8032123406 reads as follows:

The second, third and fourth and fifth digits indicate the month and year of manufacture.

In this example the 0321 indicates March 2021

### STORAGE

Stocks must be stored at room temperature, and not subjected to any extreme conditions or left in direct sunlight for long periods. Boxes must be stored horizontally (in accordance with markings on the outer cartons). The oldest stock used first, within six-months of supply will ensure users get the best performance.

### PAYMENT TERMS

We do **not** operate a sale or return service. Payment can either be made via our website or by cheque to the Botley office. Goods will be despatched on receipt of cleared funds. Trade account customers benefit from a 30-day account facility. PDF invoices will be sent electronically once goods are despatched and payment must be made within 30 days of the invoice date.

### BULK CALL OFF ORDERS

To take advantage of lower prices customers may order and pay in advance and call off deliveries over a set period. Full details are shown on our price list. The full order quantity must be for delivery to delivery address and location.

### FLAVOURS

Once supplied in accordance with a purchase order, we are unable exchange products for alternative flavours.

### FAULTS/TAMPERING

Any product which does not operate correctly old must be reported immediately at [customerservice@e-burn.com](mailto:customerservice@e-burn.com) A returns form will be issued giving full instructions. If the item is unused, the original packaging should also be returned. Our testing process will usually take 7-10 days. Any product found to be faulty, are less than 12 months old and showing no signs of any tampering, will be replaced free of charge.

### RECYCLING

A free recycling service is available throughout mainland England and Wales. Charges will apply in other areas. Special boxes are available for the collection of used E-Burns from the sites we have delivered goods to. Once boxes are full email [recycling@e-burn.com](mailto:recycling@e-burn.com) and collection arrangements will be made. Boxes must be sealed using the ties provided and boxes must be at least 75% full and only with E-Burn products. Boxes containing other products or less than 75% full will attract a charge for carriage. Any boxes containing other products will be returned as we are only equipped to process the recycling of our own products. Carriage charges will apply.

E-Burn Limited Head Office: Botley Mills, Mill Hill, Botley, Southampton Hampshire SO30 2GB

**SALES:** 01977 682455 **ACCOUNTS:** 01489 669879 **FINANCE** 01489 669875

[www.e-burn.com](http://www.e-burn.com)

[customerservice@e-burn.com](mailto:customerservice@e-burn.com)

UPDATED 04 2021

**E -Burn Limited is a company registered in England and Wales**  
**Registered Office: Botley Mills, Mill Hill, Botley Southampton Hampshire SO30 2GB**  
**Company Registration No: 09420266**  
[www.e-burn.com](http://www.e-burn.com)