

RETURN POLICY

Oya Vape has a 30 day return policy. Our policy generally only covers manufacturer defects. However, if you receive an item that is dead-on arrival, damaged, missing, or you receive the wrong item, a claim must be reported to us within 48 hours of the time of delivery to the customer. Merchandise damaged by misuse or improper care are not covered by our policy. Please inspect all merchandise received carefully upon delivery. It is your responsibility to inspect merchandise delivered, within the 48-hour time span, and notify us of any problems.

Upon receipt of your return, our Returns Department will inspect and test your returned merchandise. If found defective, we will send out a replacement of the original item(s) purchased, at no cost, as long as the merchandise is available. If the merchandise is not available, you will receive a refund for the item. If an item is returned and it is found to be fully functional, damaged due to misuse or improper care, or the reason for return is not apparent, it will not be subject to a refund, and shipping costs required to return the merchandise to the customer, will be paid by the customer. If you received items that you do not know how to use, please feel free to contact us for proper care instructions and more in-depth information on your items. We are happy to help.

For sanitary reasons, and the overall safety of our customers and staff, we **DO NOT accept returns of atomizers, clearomizers, cartomizers, e-liquids, drip tips, batteries, and wire and wick under any circumstances.**

Refund and Shipping Policy

If you would like to submit a request for refund, please contact our Return Department by email at oyavape@gmail.com. Please provide your FULL NAME, ORDER #, PHONE NUMBER, and the REASON for the return. You may be requested to provide pictures or video proof of the issue. If the return is approved, you will receive further instructions on returning the package. Replacements are going to be shipped out after we receive the defective item back at our facility. Please do not return your merchandise until you have contacted us via the e-mail above and received return instructions.

Returns must include all packaging and items that come with your item, this goes for starter kits and items that come as sets.

You will be responsible for paying the shipping costs of merchandise being returned. Shipping costs are non-refundable.

Your refund will be issued back to the original payment method (credit card, debit card etc.) used at the time of your online purchase. Oya Vape is not responsible for refunds to a prepaid card that are no longer in the customer's possession.

You should expect to receive your refund within four weeks of the return date, however, in many cases you will receive a refund in a timelier manner. This time period includes the transit time it takes for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).

Shipping Policy

Online Shipping Department Hours: Mon - Fri 11am - 5pm (MST)

Shipping Department Phone Number: 719.375.1258

Orders will be shipped out within 72 hours. Please note any orders placed after 1pm on Friday generally won't ship until the following Monday.