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blu reserve the right to: (a) refuse any order you place with us; (b) correct any errors, inaccuracies or omissions (including but not limited to the price) with regard to the products offered; (c) change or update information in connection with any products offered; and (d) modify or cancel your order, whether or not the order has been confirmed, each at any time without notice to you (including after you have submitted your order) and without liability to you. If we modify your order, we will attempt to give you prior notice of this and provide you with the opportunity to cancel the order in its entirety. If we cancel your order, we will attempt to notify you by contacting you via the contact information you provided at the time the order was made. We reserve the right to limit, reject,



modify, or cancel orders that, in our sole judgment, appear to be placed by unauthorized parties, including resellers. It is your duty to ensure the contact information you provided is up to date and accurate.

If your payment method has already been charged for an order that is later modified or cancelled, blu shall issue you a refund in the amount of the incorrect price back to your original method of payment. We apologize for any inconvenience this may cause you.

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Except where noted otherwise, the prices displayed for blu eCigs products represent the full retail price listed on the product itself. We cannot confirm the price of an item until you complete an online order form; however, we do not charge your credit card until after your order has entered the shipping process.

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Return Policy

We stand behind the quality of our product and guarantee to the original purchaser that our products shall be free from defects in material and workmanship for a period of one year from the original purchase date. This warranty applies to the products under normal use and is subject to all product usage documentation. In the event you need to exchange your blu pack, battery, or charger, simply complete our online Replacement Merchandise Authorization (RMA) form; if you don't have a blu.com account, you'll be asked to set one up. If your product needs to be returned to us, we'll send a prepaid envelope for shipping. Your replacement product typically leaves our warehouse within two (2) business days of the approval of your return. Your request must be received within one year from the original purchase date. We reserve the right to refuse any exchange request that does not meet these requirements. All sales are final. Flavor cartridges and disposable products are **NOT** eligible for replacement or exchange.

Cancellation Policy

You may cancel your order for up to one (1) hour from the time you placed your online order by calling our customer service department at 888-207-4588.

Cancellation of Orders



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If any provision of these Terms and Conditions shall be deemed unlawful, void or, for any reason, unenforceable, that provision shall be deemed severable from these Terms and Conditions, and shall not affect the validity and enforceability of any remaining provisions.

How to Contact Us

If you have any questions or comments about the Terms and Conditions of this Website, go to “Contact Us” or write to us at:

blu eCigs

Attn: Customer Service

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