

TERMS AND CONDITIONS OF BUSINESS

E-Cig Kiosks • www.ecigkiosks.com • Northern Ireland Operations

1. Introduction and Business Model

These Terms and Conditions govern the relationship between E-Cig Kiosks ("the Company", "we", "us", or "our") and any individual visiting our physical brick-and-mortar stores or utilizing our website, www.ecigkiosks.com. Please read these terms carefully before engaging with our services or purchasing products.

E-Cig Kiosks operates exclusively as a physical retail business with three physical storefront branches located within Northern Ireland. Our online platform at www.ecigkiosks.com functions solely as an informational digital catalogue and showcase environment. No transactions, distance contracts, remote ordering, or online sales can be executed via our website. All commercial transactions, product viewings, and purchases must be processed and completed directly on-site inside our physical retail premises.

2. Statutory Age Restrictions, Verification & Proxy Sales

In strict compliance with the **UK Tobacco and Vapes Act 2026** and related local statutes, we enforce a strict age-restriction policy. It is a criminal offence to sell or supply e-cigarettes, vape kits, hardware, components, or nicotine-containing e-liquids to any individual under the age of 18.

Our branches strictly enforce the **"Challenge 25"** policy. Any individual appearing to be under the age of 25 will be required to provide valid, government-issued photo identification proving they are 18 years of age or older before entering or making a purchase. Acceptable forms of identification include a valid Passport, a UK Photocard Driving Licence, or a PASS-accredited proof of age card. Failure to provide valid identification upon request will result in immediate refusal of service.

Furthermore, **proxy sales** (the purchasing of age-restricted goods by an adult on behalf of a minor) are strictly illegal. If our staff suspect that an adult is purchasing products for a person under 18, the transaction will be immediately terminated.

3. Strict Non Return/Exchange Policy on All E-Liquids, Prefilled Pods & Prefilled Kits

Due to public health, strict hygiene guidelines, and safety standards, E-Liquids, Prefilled Pods and Kits cannot be returned, exchanged, or refunded under any circumstances once the product has physically left the retail store.

E-Liquids, Prefilled Pods and Prefilled Kits, when any of these items leave any of our Shops, our staff have no practical or laboratory method to verify that the internal chemical solution has not been tampered with, diluted, contaminated, or exposed to improper storage elements. We insist that all customers fully verify their chosen nicotine strengths, bottle sizes, and pod and flavour profiles at the point-of-sale and before leaving our Shops. All sales of E-Liquids, shortfills, nicotine shots, prefilled pods or prefilled kits are final upon exit from any shop

We display clear signage in all our shops explaining this clearly and openly. We do this so all customers are informed of our Zero Returns Policy before any purchases are made.

4. Lithium-Ion Battery Safety Disclaimers

The customer acknowledges that rechargeable lithium-ion battery cells (including external 18650, 21700 cells, and integrated internal power banks) are inherently volatile chemical devices. Improper storage, charging, or handling can pose a severe risk of fire, explosions, or personal injury.

E-Cig Kiosks explicitly disclaims any and all liability for injuries, damage, or property destruction caused by user negligence, including but not limited to:

- Utilizing damaged or torn plastic battery wraps;
- Transporting loose battery cells in pockets, bags, or purses without insulated protective cases;
- Unattended charging or utilizing unapproved wall adapters exceeding 1-Amp output limits;
- Exposing battery infrastructure to extreme moisture or thermal environments.

5. Right of Admission and Zero-Tolerance Policy

We reserve the right to refuse service or entry to any person, and we have a zero-tolerance policy for aggression and disrespect towards our staff. We reserve the absolute legal authority to decline entry or refuse to process a transaction for any individual at the sole discretion of our store teams, without requiring a stated justification. This includes a zero-tolerance policy covering verbal abuse, aggression, disrespect, intimidation, or physical threats directed toward employees or other shoppers. Non-compliant individuals will be immediately ejected, permanently banned across all three physical branches, and hostile incidents will be flagged directly to the Police Service of Northern Ireland (PSNI).

6. Governing Law

These Terms and Conditions, your relationship with our physical storefront branches, and all associated commercial interactions are governed exclusively by the laws of **Northern Ireland**. Any disputes, actions, or claims arising under these terms shall be subject to the exclusive jurisdiction of the courts of Northern Ireland.

These terms and conditions can change or be modified at any time without advance notice to you.

Last Updated: August 2026.