

## Instructions on how to proceed when returning a shipment in connection with withdrawal from the contract

Upon withdrawal from the purchase contract, prepare the returned goods so that the Czech Post or another carrier of your choice, as well as its addressee Kühne + Nagel, warehouse operator Philip Morris ČR a.s., will be enabled trouble-free processing.

Please fill in both forms below:

### Form A - Identification of returned goods and customer

### Form B - Consignor and consignee address

Once completed, cut both forms and pack Form A inside the shipment. Stick the B form on the package and hand it over to your Czech Post or to the carrier of your choice.

Carefully pack the goods you will return. Don't forget to return the original packaging (sales package) of the goods in case you return IQOS ILUMA, IQOS, IQOS VEEV or lil SOLID device.

In accordance with our IQOS E-shop terms and conditions, it is not possible to withdraw from the purchase of tobacco sticks Terea, HEETS and Fiit or VEEV pods, for which the cellophane packaging has been broken or opened in any way and for any reason ensuring their hygienic safety or sales packaging.

**If the original order was paid by cash on delivery or in cash, send your bank details (bank name, account holder name, bank account number and bank code (or IBAN) to [contact.cz@iqos.com](mailto:contact.cz@iqos.com). For other questions, contact the Live Chat Customer Care Center at [www.iqos.com](http://www.iqos.com) or call 800 413 413.**

Philip Morris ČR a.s.

Seat: Kutná Hora, Vítězná 1, PSČ 284 03, Identification Number: 14803534, Taxpayer Registration Number: CZ 14803534, incorporated in the Commercial Register kept by the Municipal Court in Prague, Section B, Inset 627.

----- Cut here -----

#### Form A - Identification of returned goods and customer

I declare that I hereby withdraw from the purchase agreement concluded with Philip Morris ČR a.s., on the basis of which I purchased the goods in the order below. I confirm that I will deliver the purchased goods within 14 days of withdrawal in accordance with the Business Conditions of the IQOS E-shop.

\_\_\_\_\_  
Original order number, return order number, or device serial number

\_\_\_\_\_  
Customer name and signature

\_\_\_\_\_  
Date

#### Form B - Consignor and consignee address (stick on the return you are sending)

----- Cut here -----

#### Consigner

#### Addressee

**IQOS reklamace**  
**Kühne + Nagel, spol. s. r.o.**  
**Průmyslová 1374**  
**253 01 Hostivice**