

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 Slovak Post or another carrier of your choice, as well as its addressee Kühne + Nagel, warehouse operator Philip Morris Slovakia s.r.o., 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 Slovak 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, lil SOLID or IQOS VEEV.

In accordance with our IQOS E-shop terms and conditions, it is not possible to withdraw from the purchase of tobacco sticks HEETS, 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.sk@iqos.com. For other questions, contact the Live Chat Customer Care Center at www.iqos.com or 0800 400 600.

Philip Morris Slovakia s.r.o.

Seat and contact address: Galvaniho 15/A, 821 04 Bratislava, Identification Number: 31 344 259, Taxpayer Registration Number: SK 2020477591, incorporated in Companies Register of the District Court Bratislava I, Section: Sro, Insert No.:4512/B, with registered number 31 344 259.

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

Form A - Identification of returned goods and customer

I declare that I hereby withdraw from the purchase agreement concluded with Philip Morris Slovakia s.r.o., 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 reklamácie
Kühne + Nagel, s.r.o.
Prologis Park DC20
Diaľničná cesta 10C
903 01 Senec