

# RETURN SHIPPING REFUND FROM PAYPAL.\*

Activate this service for free on your PayPal account and they will cover up to £15 of return shipping costs per return, for up to 12 eligible returns per year worldwide.

Click on the offer banner at the bottom of our [returns](#) page and agree to the PayPal offer terms and conditions in your PayPal account. You should only have to activate the service once on each account and if you have activated the service already, PayPal will show this when you login. **This PayPal service does not qualify if you purchase the Philip Morris & Son return exchange service, it's only if you pay for your own postage.**

Already registered and made a return?  
Visit the refund request page on PayPal.

[This page is visible if you click on the banner from our returns page]

## HOW DOES IT WORK?

It's easy! PayPal will pay return postage not only for UK but from wherever you live in the world. Once you have purchased something from Philip Morris & Son, they'll cover up to 12 returns per year on eligible PayPal purchases\*. They'll reimburse you for up to £15 per request.



### 1. Return your item

Follow the Philip Morris & Son return instructions for your purchase and remember to keep a copy of your return shipping receipt.



### 2. Submit a Refund Request

Log in to your PayPal account, select the purchase you returned and click on "Request return shipping refund". Submit the return shipping request form, along with proof of your return within 30 days.



### 3. Receive your refund

If your claim is approved they'll send a refund of up to £15 to your PayPal account within 10 business days.\*



## If you don't love it, return it.

Shop with PayPal and if what arrives isn't quite cutting the mustard, you can return it on us.

## Activate this service today.

\* Exclusions apply. This service is offered by PayPal Pte. Ltd in partnership with CallPoint New Europe JSC (TELUS international Europe), the service processor. This is an exclusive offer offered to eligible PayPal account holders for up to 12 refunds on your return shipping costs and for up to £15 per claim per year. See the full terms and conditions from the link on your PayPal account as it can vary from country to country.

These General Conditions of Use (hereinafter: the "GCU") describe the terms and conditions under which PayPal makes available to its users the PayPal Return Shipping on Us service (hereinafter: the "PayPal Return Shipping on Us service", "Return Shipping on Us", or the "Service"). The PayPal Return Shipping on Us service is exclusively reserved, at no additional cost, to PayPal account holders who have activated the Service by entering their e-mail address on PayPal (hereinafter: "You" in these GCU). By entering your e-mail, you expressly acknowledge and accept to be bound by these GCU terms. The GCU is a contract between you and PayPal and applies to your use of the Service.

PayPal Return Shipping on Us service is provided by CallPoint New Europe AD (trading as Telus International Europe, hereinafter the "Service Provider") on behalf of PayPal Pte. Ltd. You agree that in order to operate the Service, PayPal may disclose your e-mail address and other information necessary to enable reimbursement of the shipping costs of the returned item to the Service Provider. CallPoint New Europe AD is a company registered in Bulgaria under no. 9829/2004, VAT BG175138361, with head office at Alabin Street 1-3, 1000 Sofia, Bulgaria.

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