

*Thank you for becoming a member of the White Cloud Affiliate Program. By completing the registration, you agree to the following terms and conditions.*

## SMOKING CESSATION

White Cloud Electronic Cigarettes are NOT to be marketed as a smoking cessation device in any way. This product has not been approved by the FDA to aid in the cessation of smoking.

## CLAIMS "DISEASE" OR "DISEASED"

Affiliates may NOT make general statements about health promotion and disease prevention. Furthermore, any affiliate sites containing a review on White Cloud Cigarettes must include the following statement: "White Cloud Cigarettes does not diagnose, cure, mitigate, treat, or prevent a disease."

## USE OF PRODUCT

Customers must be 18 years of age or older to use products sold on this site. If you or a customer have any health conditions or if you or a customer are pregnant, please directly advise them to check with a doctor before using any White Cloud products containing nicotine. This information must be disclosed on your site if you have performed a review.

## WEBSITE

Affiliates are not permitted to have their own shopping cart and sell White Cloud products directly to consumers. The distribution of White Cloud products must be exclusively from White Cloud corporate distribution centers. If you're found to be in violation of this policy, your account will be terminated immediately.

## COPYRIGHT

All content provided, including but not limited to website, text, graphics, photos, logos, icons, images, audio, and video clips are protected by the United States and International copyright laws. No portion of the information provided to you or on the website may be copied or reproduced without prior written consent from White Cloud Cigarettes.

Unauthorized use of any material on this site may violate copyright laws, trademark laws and any other applicable U.S. laws.

## TRADEMARKS

WC, White Cloud Cigarettes and other [www.whitecloudcigarettes.com](http://www.whitecloudcigarettes.com) images, graphics, logos, icons and service names are registered trademarks of Lead by Sales, LLC.

## MARKETING MATERIALS

All marketing materials used by Affiliates must be pre-approved by White Cloud Cigarettes. This ensures the integrity of information disseminated to customers in the White Cloud name. Failure to have marketing materials pre-approved will immediately result in termination of your Affiliate account.

## YOUR ACCOUNT

You are responsible for maintaining the privacy of your username and password, therefore upholding the confidentiality of your user profile. White Cloud Cigarettes only sells to adults 18 years or older who own and can obtain a credit card. Any purchasing customers found to be under the age of 18 will be refused service. Accounts and orders will be cancelled immediately.

## CUSTOMER SERVICE

Affiliates are not responsible or permitted for handling customer service inquiries. Any customer questions or problems should be directed to White Cloud's customer service department: [customerservice@whitecloudcigs.com](mailto:customerservice@whitecloudcigs.com).

## INVENTORY

White Cloud Affiliates are not permitted to maintain inventory and sell directly to the public. The affiliate program is set up as a referral program whereas customers will use the affiliate's web link to purchase products through our website.

## COMMISSION

All sales made through an Affiliate's web link will automatically earn commission according to the current scale as posted in the Affiliate Portal. An Affiliate will not receive pay out until their account reaches at least \$150.00. Payments are issued on the 15th of each month. Any returns will automatically be subtracted from your commission. We highly recommend selecting PayPal to receive your commission payments. Should you choose the paper check payment method and you do not reside in the USA your check will be sent via UPS World Wide Express with signature confirmation and a \$30.00 delivery fee will be deducted from your current commission payment.

## SHIPPING

Once an order is placed, items will be sent out no later than the next business day. Items will be shipped UPS ground unless expedited shipping has been chosen by the customer when they purchase.

## RETURNS AND EXCHANGES

We are committed to our product and to your satisfaction. Please carefully review our returns and exchange policy.

## WARRANTY

Our rechargeable products are covered by a 6 month limited manufacturer warranty. This warranty covers the original purchaser 6 months from the original date of purchase. A copy of original receipt and warranty exchange form must be provided at time of warranty exchange. This warranty does not cover nicotine or non nicotine cartridges. This warranty does not cover defects or damage caused by neglect, misuse, modification, alteration, or any use of the product other than that for which it is intended. Please include only defective items in return shipment. Disposable products are not covered by warranty. Dripping nicotine liquid into SmoothDraw cartridges will void this warranty. Products that are handled with willful neglect are not covered under this warranty. An additional Assured 2 year warranty may also be purchased. White Cloud Affiliates are not responsible for handling warranty claims. All warranty claims should be directed to our customer service department.

## RETURNS

Products purchased from [www.whitecloudcigarettes.com](http://www.whitecloudcigarettes.com) may be returned within 10 days of purchase. A copy of original receipt must be provided at time of return and is subject to 20% restocking fee. Cartridges cannot be returned for a refund or exchanged under any circumstances. Any other disposable products cannot be returned for refund or exchanged under any circumstances. White Cloud products purchased from a different retailer must be returned to that retailer. To return or exchange items, please securely package items with a copy of the original receipt and send to:

**White Cloud Cigarettes,  
PO Box 1194  
Tarpon Springs, FL 34688.**

White Cloud suggests obtaining a tracking number and/or insurance. White Cloud is not responsible for items lost or damaged by shipping carrier during transit. If you have any questions regarding the Return or Exchange Policy, please contact us at **866-492-6310** or at: [customerservice@whitecloudcigs.com](mailto:customerservice@whitecloudcigs.com)

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## APPLICABLE LAWS

Any claim relating to this site are governed by the laws of the State of Florida, without giving effect to any principles of conflicting laws.

## CANCELLATION

White Cloud reserves the right to cancel your affiliate account at any time for negligent or any activity deems harmful to the business. Furthermore, affiliates may cancel their account at any time.