

# PROCESS OF EXCHANGE

Smoke Arsenal is introducing an Excise Transition Program designed to facilitate a seamless transition for our customers from Federal excise-stamped products to Provincial excise-stamped products.



The program is only valid in the following 4 provinces:

Ontario

Quebec

Nunavut

Northwest Territories

Step  
**01**



## INITIATION

Send a completed excise transition form available on S.A. website to

[returns@smokearsenal.com](mailto:returns@smokearsenal.com)

Step  
**02**



## VERIFICATION

The returns team at S.A. will verify the excise transition form for eligible products.

Please ensure only eligible products are included in the excise transition form.

The eligible products are listed below:

\*Only for products purchased between July 1st - September 30th, 2024

ELF BAR BC10K

ELF BAR AF12K

ELF BAR GH20K

ELF BAR EW9000

LOST MARY

ZPODS

FEED STARTER KIT

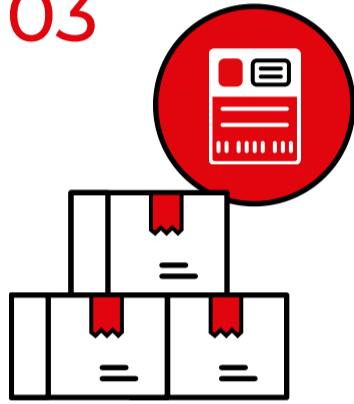
FEED PODS

FEED FREEZIE

ARCHER

POP PODS

Step  
**03**



## AUTHORIZATION

A shipping label will be emailed to the customer on the same email ID from which the excise transition form was received.

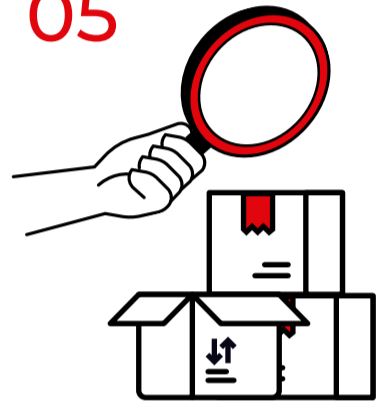
Step  
**04**



## SHIPPING

Drop off your products at the nearest delivery location corresponding with your shipping label.

Step  
**05**



## INSPECTION

Upon receiving the products, the S.A. team will verify them and initiate the exchange process for eligible items.

Step  
**06**

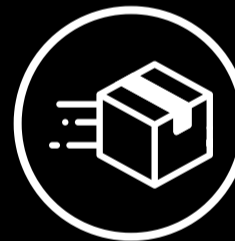
## EXCHANGE



S.A. will generate an invoice for the additional excise duty and email it to the customer.



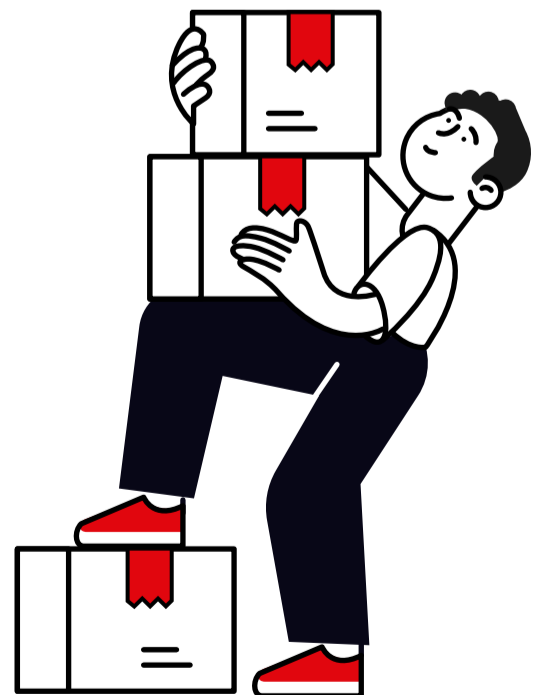
Customers are expected to pay the invoice within 48 hours so S.A. can minimize backlogs.



Only after receiving the required payments, S.A. will ship the provincially stamped products back to the customer.

## LIMITATIONS

- ① Given the complexity of the tax transition process, S.A. has meticulously prepared for the exchange procedure. Consequently, **S.A. will not accommodate any exception requests** for non-eligible products or purchase periods.
- ① Only unopened and intact packages will be exchanged (single pieces or displays are accepted). **Any defective/damaged or additional items sent in this process will not be considered and will not be S.A.'s responsibility.** S.A. cannot guarantee the storage or return shipping of any unapproved products. **Any additional products will be disposed of.**



## ACKNOWLEDGMENT

- ① The customer acknowledges that they have **read and understood** the exchange process.
- ① The customer also acknowledges that **the exchange process may be challenging for the S.A. team** due to potentially unforeseen volumes of requests and **agrees to cooperate with the S.A. team throughout the process.**

**SMOKE ARSENAL**

290 Carlingview Dr,  
Etobicoke, ON M9W 5G1

[customerservice@smokearsenal.com](mailto:customerservice@smokearsenal.com)  
[admin@smokearsenal.com](mailto:admin@smokearsenal.com)