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Testimonials

June 2013

In today's world, it is very rare to hear about a company doing things right. I have been a manager for a billion plus dollar a year retailer for the past 12 years, and I'm here to tell you, you are doing things right. In addition to your products being top shelf, your customer service is some of the best I have received. Every company spends endless amounts of time and money, often unsuccessfully, to make sure that their customers feel the "wow" experience from every interaction. Every experience with your company has given me exactly that feeling. Even when there was an issue, I felt like someone actually cared about my satisfaction and not just my wallet. This is exactly the level of service I strive to demonstrate to my customers and employees every day. I can't give you and your team any higher praise than to tell you that I will recommend you to each and every person I meet that has an interest in your products. You have most definitely earned a handshake from me.

Chad

June 2013

Again I am impressed with your outstanding customer service and professionalism. In an budding industry that is not always on the up and up, you guys are on my go to list for outstanding products and juices.

Josh

June 2013

I've ordered from you guys a few times before & everything has been spot on before this time. I understand mistakes get made in the business world & I would just like to let you know that your prompt response & willingness to correct the situation in a timely manner is both appreciated & professional.

Jason

June 2013

Wow you guys are awesome, got a repeat customer right here.

Chris

June 2013

Thanks for prompt responded, I received a replacement next day. Your customer service is A++++.

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This newsletter is sent out to all registered guests of the Northwest Vapors web site. If you're not yet a registered guest, go to the web site (click on our logo below) and then click on "log in" in the upper left corner. Once you're registered you will automatically receive this newsletter as soon as it is published each month.

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Thank you for helping me quit smoking.

Peter

April 2013

You guys are great help and I'm a huge fan of your products!

Justice

April 2013

Thank you for standing behind your products.

Rebecca

April 2013

I really enjoy all of your products and I have used you guys for a year now and recommend you to anyone who asks me.

Thank you,

Chris

April 2013

I tried one of the E-liquids I just got from you and I can't believe the difference from the other place I am getting mine from. Your liquid is so much better.

Thank you again,

Elizabeth

March 2013

Just wanted to say THANK YOU again. You are awesome regarding customer service! I LOVE your product. Have a great day!!!

Laura

March 2013

Got my kit (riva) in the mail today. Started using it and only smoked 2 real cigarettes so far today—it really takes the edge off. I will order more supplies in the near future. Fast shipping and great service. You people at Northwest Vapors just got a new customer.

Ted

January 2013

Thanks again for being honest enough to let me know that I may be unhappy with my original choices. It's nice to know that someone is looking out for their customers best interests, and you have now earned not only my trust, but a new customer for life.

David

January 2013

Thank you guys for your awesome service on my last order! You've got a loyal customer now.

Zachary

December 2012

love love love your product, **have made the switch to vapors now- no-more cigs for me-** thank you so much

Angela

December 2012

As always, you guys are awesome, take the most reasonable thing imaginable and you do better. Thank you!!

Ben

November 2012

I have tried SEVERAL different companies for the e-liquid, only to discover that my first choice (nvwapors) was the best. No more experimenting for me!!!! Thank you for such high quality products and unmatched customer service!!!!!!!!!

Catherine

November 2012

Thank you for providing the best customer service I have ever received. It has been a pleasure doing business with you.

Joe

November 2012

I recently visited my doctor and showed him my KGO that I got from you and he said that he would advise his smoker patients of this because **nothing in the past could get me off smoking. I smoked over thirty years @ three packs a day. So I showed him your website and he bookmarked it to show his patients. Thanks for helping me and my wife, family, and friends with a safe alternative to smoking.**

David

November 2012

I have to tell you that I am so impressed with you guys. I bought my first kit from a local guy (he doesn't have a shop) and I had problems with every cartomizer I bought from him, and his liquids were rank! Of course everything was cash only and no refunds! So, I can't tell you how thrilled I am that I found you guys! I am placing another order tonight. I will also be purchasing more for Christmas gifts. I will tell everybody I know to buy from you guys. You are the BEST!!

Kathi

November 2012

I wanted to thank you and to let you know how totally impressed I am by the customer service at NW Vapors. I can't recall any business of any sort that I have ever dealt with that comes close. And all I was calling for was to get a couple of questions answered. **You have a customer, if not for life, at least until I give up the whole pacifier habit, now that I have hopefully quit smoking forever.** Thanks again.

Pete

October 2012

Thank you very much. I appreciate the discount. I'm very happy with your service and products. I recently bought a KGO kit from you and I love it!!! I plan to keep shopping with NW Vapors for my vaping needs.
Sincerely,

Brett

October 2012

Thank you guys for being awesome and having the best deals! Won't shop anywhere else.

Joshuah

October 2012

Thanks ! I appreciate you getting back to me so quickly. Your customer service is truly top notch.

Peg

October 2012

Thank you for your help, I truly appreciate it. I owned a business for about ten years. We were very successful, and I attribute that success to providing unmatched customer service; personal service. You definitely have the same business model as I. I will be passing your cards out to every smoker I know. I've been a smoker for about 30 years, so I think this is going to be a great change for me.

Joe

October 2012

You guys got the market on customer service. When my batteries die, I'll check out yours. Thank you again. Many people are asking me which company to go with. Many, many people are quitting tobacco and want to know. I will be strongly recommending your company

Jamie

September 2012

Thanks I got to tell you. I have had a few problems here and there with some of your products. It's to be expected , I realize these are cheap chinese goods. But you have been Johnny on the spot when it comes to fixing the issues. I thank you for that, and because of if you will have my trust and business for as long as I use this stuff. Thank You!

Tim

June 2012

I just received my replacement vaping kit and clearomizer today and I want to say thankyou soooo very much! Also, I have to say, Your e-juice is the BEST brand I have yet tried! Its so flavorful and doesn't give me that scratchy/irritated throat feeling that others tend to. I just bought 3 new ejuice flavors from you and I'm sure they'll be just as nice.



I even wrote a review of the caramel cappuccino ejuice that came with my kit because it was AMAZING! I am going to go on the two vaping groups Im part of on Facebook and I'm going to recommend your ejuices! (I already told everyone about how Northwest Vapors cares a lot about its customers and how instead of an impersonal reply to my concern I got an actual phone call, and I already told everyone to shop with you. I even posted links to your website on both groups!)

As for the new clearomizer, I filled it carefully and gave it a test run. I vaped on it for a good while then unscrewed it to be sure there was no leakage and... there wasn't!



So, again, Thankyou very much!

-Your very satisfied and now loyal customer,

Eva

May 2012

I want to let you know the NorthWest (Cowboy) Tobacco is the best tasting liquid I have come across! Have a wonderful day!

Maria

May 2012

Thankyou so much for being so kind and I appreciated the phone call very much!



Its apparent to me now that Northwest Vapors is not just another impersonal business; its a good company with genuine concern for its customers. I will certainly shop again with you in the future and I will certainly tell others about your top notch customer service!



Eva

May 2012

Just wanted to let you know that I received my package today and that was some super quick shipping! I appreciate you getting my order out so fast and the complementary sample of RY4 e-liquid ... Anyway, a pat on the back for the Great Products & Awesome Customer Service. I share your website every chance I get.

Thanks again,

Dana

May 2012

Just wanted to say thanks for the quality product and great service. ... Since i purchased the KGO and a couple of bottles of juice from you guys recently, I haven't smoked a single "analog" cigarette. ... Thanks for making the transition to e-smokes as painless as possible without hurting my wallet. You have a new customer, unless the powers that be attempt to choke you guys out of business.

props,

Brandon

May 2012

Thank you for the very fast shipping on my first order. So far I am extremely pleased with everything. ... Your company is the third vaping company I have ordered from and by far the BEST, all the way around. I have found you cannot trust all youtube reviews about e cig products. Thank you for your professional service and great products.

Janet

May 2012

You are awesome! Great pricing, good product and fast shipping!!

Nick

April 2012

The CE4's are amazing! These are by far the most consistent vapor producers I have ever used so far. I still get excited to vape with them. This is why I only go to nwwapors.com. Thank you for quality products and outstanding service.

David

I wanted to let you know I got my order in the mail when I returned this weekend and you are fabulous. Thank you for the adapter and the RY4. It is phenomenal. My girl and I both quit smoking about 6 months ago and have been exploring the wonderful world of vaping. I am glad I discovered your site as I will now order from you all the time.

Thank you again for your kindness and prompt service. I found that is something the world is losing and, because you keep to that standard, you win my business. **I have caused over a dozen people to switch from smoking to vaping and I will give them your contact info so they can order from you as well.**

Joshua

February 2012

I received my order today (kGO + 510 atties and tank + juice). I expected to be happy with the hardware [and I am] as I used to have a Tomado Tank and this is similar, but I am incredibly surprised at the juice. It is excellent. I am really picky. I live 15 minutes from [deleted] and I will be buying my juice from you rather than my (almost) home-town vendor. **Yours doesn't taste like feet.** Keep up the good fight.

Jeremy

February 2012

Thanks so much for my recent order. I want to say that previous to this order I found the cartomizer product for about .75 cents less and the shipping was also less. I have to say that you get what you pay for, the cartomizers didn't last very long compared to the ones I've previously ordered from you and in addition the e-liquid didn't taste nearly as good as yours. Just wanted to give my thanks for your quality products.

Thanks,
Barb

January 2012

You're one the best vendors i have dealt with. Keep up the great customer service.

Loyal consumer.

December 2011

Wow! Your service blows me away. With the holiday between when I ordered and when I received it, I just don't know how you got it to me as fast as you did. Ordered it on the 23rd (late in the afternoon) and I received it on the 26th.

Then, I messed up on one item and you caught it for me and sent the right one. The one I ordered had the wrong threads on it and you made sure I got the right one and inclosed a note so I would (hopefully) not make the same mistake again! You even enclosed a small bottle of juice since the kit did not include any juice!

Thanks for your outstanding service!

Gary

November 2011

A word of reccomenadation for Norhwestvapor.com

I would like to express here my experience with them. Found them selling the Echo for the lowest price on the web and got also a 10ml of their juice, "Cowboy Tobacco" Normally, I am not in for Tobacco flavors but this one is exceptional! I would highly recommend any one to try this company.

Bond



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FAQ

What is an electronic cigarette / electronic nicotine imitation cigarette?

We can point you to Wikipedia for an excellent [guide](#).

How does an E-Cigarette work?

When you push the button on the e-cigarette it starts a vaporizing process that releases simulated smoke which is actually a vapor mist that evaporates into the air within a few seconds.

What are the ingredients of the E-Cigarette Liquid (or E-Liquid)?

The primary cartridge ingredients are glycerol, propylene glycol, water, nicotine, and a flavorings.

Vegetable Glycerin (VG) - Glycerol is a chemical compound also commonly called vegetable glycerin or glycerine. It is a colorless, odorless, viscous liquid that is widely used in pharmaceutical formulations. In foods and beverages, glycerol serves as a solvent and sweetener, and may help preserve foods. It is also used as filler in commercially prepared low-fat foods, and as a thickening agent in liqueurs. Glycerol is used to provide the vapor mist that looks like smoke and to suspend flavor.

Propylene Glycol (PG) - The Food and Drug Administration (FDA) has determined propylene glycol to be "generally recognized as safe" for use in food and propylene glycol is used in cosmetics and medicines. It is used in food coloring, and flavoring, as an additive to keep food, medicines and cosmetics moist, and in machines that simulate smoke. Propylene glycol also provides the vapor mist that looks like smoke and to suspend flavor.

Water - The water used in NW Vapors E-Liquids is filtered via a reverse-osmosis process

Nicotine - is an alkaloid found in certain plants, predominately tobacco, and in lower quantities, tomatoes, potatoes, eggplants, cauliflower, bell-peppers and some teas.

Flavors - All of our flavors are FDA approved food flavors suspended in Propylene Glycol

Are Electronic Cigarettes safe?

Many people find that the Electronic Cigarette is a great alternative to tobacco smoking. The nicotine juice that is vaporized has no products of combustion, just nicotine and the other ingredients mentioned. The vapor that is produced from the electronic cigarette mainly contain water, propylene glycol, nicotine, and sometimes flavoring. Electronic cigarettes are not FDA approved.

Can I use the Electronic Cigarette for smoking cessation?

NO. Electronic cigarettes have not been approved for smoking cessation. Although many people have claimed to switch to Electronic Cigarette use entirely, we can not make any such claims.

Can I really smoke this device anywhere?

No, not anywhere. Some places have rules against electronic cigarettes and some places it is just not appropriate to use.

Electronic Cigarettes provide the stimulating pleasure of smoking without the burning of tobacco. When tobacco is burned, thousands of toxic chemicals and carcinogenic substances can pose a serious threat to you and your loved ones. Because of these health concerns and the risk of second-hand smoke associated with cigarette smoking have lead to new laws regulating when and where you are able to smoke.

Since it does not burn like cigarettes, it does not release dense clouds of pollutants, chemicals, or other toxins associated with second-hand smoke. An e-cig won't cause a fire hazard like cigarettes because it does not require lighting. And because there is no second-hand smoke, your supervisor at work, your waiter at a restaurant, or club owner will most likely allow you to smoke this device on their premises. But please check with the establishment before using your e-cigarette there. However, some places might not be the appropriate for its use out of respect or obligation to others. We encourage you to be courteous wherever you use our device.

What is in the cartridge?

Replacement cartridges contain nicotine (in levels ranging from zero to very-high), vegetable glycerin and/or propylene glycol, tobacco flavoring, and flavoring ingredients such as mint, coffee, cherry, and others to satisfy the smoker's individual needs. Propylene glycol and vegetable glycerin are water based ingredients found in many health products and medicines and are FDA approved.

How long does a cartridge last?

This will vary depending on your smoking habits. Some will be able to use one cartridge for an entire day, some will need to refill it several times per day. Many manufacturers claim that cartridges can last for the equivalent of a pack of cigarettes. This is not true. Always carry extra liquid with you so that you can refill your cartridge. A general rule of thumb is a full cartridge will last 5 to 8 cigarettes worth.

How do I know when to refill or replace my cartridge?

You should replace the cartridge when the vapor released by your Electronic Cigarette reduces. This is usually an indication that the nicotine juice in the cartridge is running low. Please note that if your battery is low, the vapor produced will be diminished. For sanitary reasons, it is advisable to replace the cartridge rather than refilling them.

Is this cheaper than smoking regular cigarettes?

Generally speaking it is cheaper. Northwest Vapors sells 30ml of nicotine juice for \$14.95 or less. That bottle may last an entire month, maybe more, maybe less, depending on your habits. Atomizers also need to be replaced every 2-4 weeks. The average total cost per month is approximately \$20-\$40.

Is there an odor when using the electronic cigarette?

Most users of e-cigarettes will tell you the flavor or taste of our products closely replicate cigarettes. Our cartridges are available in popular smoking flavors - regular "tobacco" and menthol flavors as well as fruit and other flavors.

The odor from e-cigarettes is barely noticeable and does not linger, unlike traditional smoking products that create lasting, difficult-to-neutralize smells in rooms, cars and clothing.

Who should *not* use this product?

- > Minors under the age of 18 or under the State-determined legal age to purchase cigarettes are prohibited from using this product.
- > Product is not intended for non-smokers
- > People allergic to nicotine or any other ingredients within inhalants. Continued use is prohibited for those who suffer any adverse reaction to the product.
- > Pregnant and breastfeeding women
- > People suffering from disease or poor health conditions should avoid smoking this product (refer to warning label in manual)
- People with family histories of poor health such as (but not limited to) heart problems are also advised to not use this product without doctor approval.
- > Use of this product in conjunction with smoking cessation products or as a smoking cessation device is strictly prohibited.
- > Use of the product around minors, children, or pets is strictly prohibited. Keep out of reach of minors and pets.

WARNING: E-Liquid contains nicotine, a poisonous and addictive substance. E-Liquid products and accessories are only intended for committed smokers of legal smoking age and not by non-smokers, children, women who are pregnant or may become pregnant or any person with an elevated risk of, or preexisting condition of, any medical condition which includes, but is not limited to, heart disease, diabetes, high blood pressure or asthma. If you experience any side effects or possible side effects, stop using the product immediately and consult a physician. Product may be poisonous if orally ingested. E-Liquid is not a smoking cessation product and has not been tested or guaranteed as such. E-Liquid has not been evaluated by the Food and Drug Administration nor is it intended to treat, prevent or cure any disease or condition. For their protection, please **KEEP OUT OF REACH OF CHILDREN AND PETS.**

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Sweet Tarts



One of my favorite flavor I've tried by NW Vapors...



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