

VAPORBROTHERS® LIMITED LIFETIME WARRANTY & FLAT RATE REPAIR SERVICE

PLEASE KEEP THIS DOCUMENT FOR YOUR RECORDS

Vaporbrothers, Inc. makes every effort to assure that our products meet high standards of workmanship, and warrants to the original purchaser that the vaporizer body and components are free from defects in materials and workmanship. Vaporbrothers will repair or replace, at its expense and at its option, any Vaporbrothers product, with the exception of accessory glassware, which in normal use has proven to be defective in workmanship or material, provided that the customer returns the product shipping prepaid to Vaporbrothers and provides Vaporbrothers with reasonable opportunity to verify the alleged defect by inspection.

Vaporbrothers will not be responsible for any asserted defect which has resulted from normal wear, misuse, abuse, repair or alteration made or specifically authorized by anyone other than an authorized Vaporbrothers service facility or representative.

This warranty is Vaporbrothers' sole warranty and serves as the original purchaser's exclusive remedy, with respect to defective products. Our warranty is subject to change without notice. See our website vaporbrothers.com/repair for warranty terms and how to get your vaporizer repaired. Vaporbrothers hereby expressly disclaims and excludes all other warranties, expressed or implied, including, without limitation, any warranties of merchantability or fitness for a particular purpose. This standard warranty serves in lieu of all obligations or liabilities on the part of Vaporbrothers for damages, including, but not limited to, special, indirect, or consequential damages arising out of or in connection with the use or performance of any and all Vaporbrothers products.

OPTIONAL WARRANTY REGISTRATION / ACCIDENT & WEAR PROTECTION

We welcome customers to register their product with us at vaporbrothers.com/register. You may remain anonymous but help to know more about our users and grant you easy repair with no need to show proof of purchase. Get additional accident and wear protection at vaporbrothers.com/protection.

UNAUTHORIZED SELLER POLICY

VAPORBROTHERS® distributes our products exclusively through authorized and trained distributors and dealers. Occasionally, individuals or discounters will attempt to sell products online without the consent of VAPORBROTHERS, and without the service or support that we require. Any VAPORBROTHERS product purchased from an unauthorized dealer or other unauthorized source still can be serviced under our warranty, but may require a fee to reinstate the protection.

OFFER TO CUSTOMERS WITH VAPORBROTHERS' LOOK-ALIKES OR COUNTERFEITS

If you are reading this print you are likely a Vaporbrothers customer. If you thought you had our unit but in reality purchased a look-alike, we want to help you get a new vaporizer. While can't service another brand's unit, we will offer a trade-in for a genuine Vaporbrothers at steep discount. Even if a competitor copied this warranty text and included it with their imitation vaporizer, we will offer you the trade-in deal. See our repair page at vaporbrothers.com/repair for instructions how to get a new Vaporbrothers at the "trade-in" discount.

TERMS AND CONDITIONS

Our warranty covers manufacturer's defects and charges flat rate fees for repairing or replacing worn items. Due to the handmade nature of the wood box and glassware, certain cosmetic imperfections are present and normal. But if a flaw is especially unsightly or inhibits the operation of the vaporizer we will repair or replace at our option.

By default, after a period of time (currently 1 year from purchase) we consider any heater or electronics burnout to be resulted from wear and tear. If we see evidence of manufacturer's defects, we may consider a no-charge repair. The warranty sets modest flat fees to refurbish older vaporizers. Our refurbishment service for older vaporizers currently costs \$100 after 1 year from purchase. We may ask to see proof of purchase if the vaporizer wasn't bought from us directly. There is a separate fee to replace the wooden housing. Prices may change without notice. Details can be found at vaporbrothers.com/repair.

Some vaporizers cannot be fixed due to damage, significant wear, or if they are built before August 2004. (Serial number less than #29774) If your vaporizer can't be fixed we offer a trade-in discount for a brand new one.

Any vaporizer regardless of age or condition may be traded-in for a new one at a deeply discounted price. Look at the "trade-in" deal on vaporbrothers.com/repair

Repaired vaporizers are warranted against failure with no charge for an additional 1 year beyond their original warranty period.

For practical reasons, VB can offer no cash refunds; we can only repair or replace units.

If we determine there is no defect, or that the defect resulted from causes not within the scope of our warranty, then the customer may be asked pay for return shipping.

TIMEFRAME

We can usually repair and return your unit within 2 weeks from the date we receive it. However, delays can and do happen, so please contact us if you want to know when you'll receive your repaired unit. Also note that any delays the shipper may experience delivering to your location lie outside our control. Such delays become more likely if you live outside the continental US.

www.vaporbrothers.com

Thank you for supporting Vaporbrothers!

HOW TO OBTAIN WARRANTY SERVICE

To take advantage of this warranty, the product must be shipped to our repair location. We recommend you use our website to get all the latest info including our current address. If you want to print and fill out a Service Request Form instead, please include it with your vaporizer or email a copy to support@vaporbrothers.com. The form can be found at our website: vaporbrothers.com/repair

If you can't print or email this PDF, you may send your **vaporizer alone (no accessories or used glass)** with your contact information to our repair address:

(As of 2023 - Verify with us if it's been a long time since this printing)

Vaporbrothers Repair

15507 S. Normandie Ave. #442

Gardena, CA 90247

This address is for receiving of mail or correspondence only, and does not accept walk-ins. We strongly recommend a carrier with insurance and tracking such as USPS and UPS.

Please clean out the vaporizer thoroughly and pack it with cushioning. Vaporbrothers will not be responsible for loss or damage due to shipping to our address.

Please do not send the Whip or any glass! (Unless it's attached to the heating element)

PAYMENT DETAILS

We accept most credit cards. Upon your request, we can call you for the credit card number when we receive the unit. We may be able to accept alternate forms of payment.

UNCLAIMED GOODS

We will hold onto unclaimed goods for a period of 90 days. If we have not heard from you within this time, your unit may be fixed up and donated. To thank you for reading so far, congratulations, we want to grant you 200 rewards points (currently worth \$10) to your vaporbrothers.com account. Contact us at vaporbrothers.com/contact

5249_REV03_p4_231009 (Was 5402_REV-10_VB1-Warranty 9/2023)

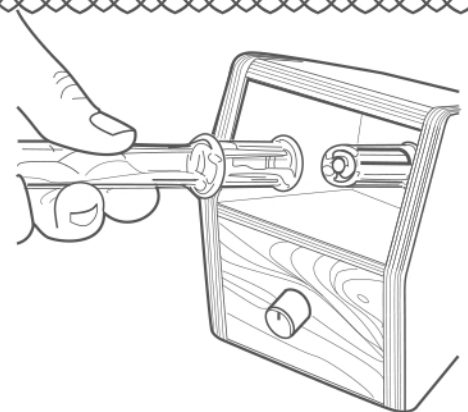
Contact Us Online:
vaporbrothers.com/contact

Office Phone: (310) 618-1188

Text us any time, sharing pictures if needed.

Call during daytime or leave a voicemail.

Instagram, Facebook, Twitter @vaporbrothers



VAPORBROTHERS®

Inventor Of The Original Vapor Box Since 1999