

VAPORBROTHERS® LIMITED LIFETIME WARRANTY & FLAT RATE REPAIR SERVICE

PLEASE KEEP THIS DOCUMENT AND YOUR PROOF OF PURCHASE 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

We welcome customers to register their product with us at vaporbrothers.com/register. Name or contact info is not required, just your unit's serial number and some basic information. Registered users do not have to show proof of purchase for warranty repair.

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 can be serviced under our warranty, but may require a fee to cover the difference between the discount price and our minimum allowable price.

OFFER TO CUSTOMERS WITH VAPORBROTHERS' KNOCKOFFS OR COUNTERFEITS

If you are reading this fine print your vaporizer is quite likely a genuine one. But if a knockoff competitor copied this warranty text and included it with their imitation Vaporbrothers or other "box style" vaporizer, we offer to take it as a trade-in for a genuine Vaporbrothers at a deep discount. See our repair page at vaporbrothers.com/repair for instructions how to get a new Vaporbrothers at discount.

Thank you for supporting Vaporbrothers!

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TERMS AND CONDITIONS

Our warranty covers manufacturing defects only, and charges modest flat fees for wear and tear.

For vaporizers up to 1 year old, we will repair at our cost with no charge to the customer. After 1 year, any failures are likely to have resulted from wear and tear rather than manufacturing defect. Our refurbishment service varies from \$35 to \$60 depending on the age of the vaporizer. Prices may change without notice. A price list can be found on the Repair Form PDF at vaporbrothers.com/repair.

Some older vaporizers may not be able to be fixed due to significant damage, wear, or if they are built before mid 2004. (Serial number less than #27441) 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 traded-in for a new one at a deep discounted price. (Not all colors are available)

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 have any questions about 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.

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 below. Please fill out a Service Request Form and include it with your vaporizer or email to support@vaporbrothers.com. The form can be found at our website: vaporbrothers.com/repair

If you don't have ability to print or email the PDF, you may send your vaporizer alone (no accessories) with your contact information to:

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 tightly. Vaporbrothers will not be responsible for loss or damage due to shipping to our address.

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

PAYMENT DETAILS

We accept money orders, credit cards, or PayPal. Upon your request, we can call you for the credit card number when we receive the unit.

UNCLAIMED GOODS

We will hold onto any unclaimed goods for a period of 90 days. If we have not heard from you within this time, your unit may be discarded or donated.