

# VAPORBROTHERS

## WARRANTY SERVICE FOR VB1



### Questions / Help?

[support@vaporbrothers.com](mailto:support@vaporbrothers.com)

**(310) 618-1188 (text ok)**

- Repair shop works part time. We may respond during off hours.
- Give us feedback or ask any question at [vaporbrothers.com/contact](http://vaporbrothers.com/contact)
- Hard to describe your issue? Text or email us a picture of your vaporizer

### Instructions:

To get your vaporizer fixed: Please mail it to us and we will return it in about 2 weeks. Payment is required for replacement of worn components (See the pricing on next page). Include this form page 2 with the vaporizer, or save it to your drive and email it to us.

To replace your vaporizer with a brand new one: Please fill out the "Vaporizer Trade-In Discount" section and payment info. Print and send or save and email the form to us. **Save to your drive first** if you want to fill out and email this form to us. Turn around time is about one week including

Please clean out your vaporizer thoroughly and don't include accessories like the glass Whip Handpiece. Pack safely in a small box (at least 8x5x5 inches) You are responsible for your package until it is delivered to our address. Read more important details about shipping below.

### Send to:

**Vaporbrothers**

**15507 S. Normandie Ave #442**

**Gardena, CA 90247**

*You may print the form above to give to your shipper or affix to your package*

### Important Mailing Details - What To Expect

Choose a small box (8x5x5 inch is OK) so that the packaging doesn't add to the weight. For shipping from US location, we recommend **US Priority Mail, charged by weight. Avoid "Flat Rate"** as the vaporizer is under 2 lbs and should only cost \$6 to \$13 depending on location. If you mail by another way, be sure the deal includes **at least \$100 insurance**.

Keep your shipping receipt so you can track the package. We assume responsibility of the vaporizer from when it is delivered to us until it is delivered back to you. If you have given us your contact email, we will let you know when we receive your vaporizer and give you return shipment

Typical repairs involve replacing all worn electronic components including the heater. Any old versions with metal heating elements will be upgraded to our latest ceramic heater. We thoroughly run test vaporizers so that they are good to last years more. All told it takes about 2 weeks to get your vaporizer back. If you're in a hurry, check the expedited repair box.

### **What if my vaporizer is very old? Trade it in for a new vaporizer at almost half off!**

Regardless of your vaporizer's age, your warranty specifies flat rate refurbishment or a trade-in discount on a brand new unit. We work on vaporizers as old as 14 years. Vaporizers built before July 2004 (Serial # 27440 or under) must be replaced with a new vaporizer as we no longer have the parts to fix them. While we call it a trade-in, you are **not** required to send in your old vaporizer- but if you do we will fix it up and donate it to a veteran or medical patient with serious conditions.

### **Do I qualify for repair service?**

YES! Every Vaporbrothers vaporizer has a warranty, no matter how many times it's been sold, damaged, or dismantled. Refurbishment is charged at a flat rate as described in the warranty, or for unfixable vaporizers we will offer you a trade-in discount. We repair manufacturer defects for no charge up to 1 year from purchase. Failures after 1 year typically result from wear & tear, which are considered refurbishment. Don't worry about digging up your receipt- **No proof of purchase is required**.

### **Special offer to owners of non-Vaporbrothers branded vaporizers**

We want you to try the original and get on the team! Our vaporizers are designed from the ground up with your health in mind, and we keep our product free of lead, BPA, and other toxic compounds and solvents. The vapor should be thicker and more tasty. You will notice the difference right away. Send us a picture of your old vaporizer (or include it with this form) and we will give you a new VB at discount.

Include this page with your vaporizer, or save on to computer, fill out and email to us [support@vaporbrothers.com](mailto:support@vaporbrothers.com)  
(310) 618-1188 (text ok)

Required in **bold**

Name:		Purchased From:		Serial (on bottom of unit):	
Return Address:				Repair Order Number: (if you know it)	
City:			State:		Zip Code:
Email:		Preferred?	Phone:		Preferred?
		<input type="checkbox"/>			<input type="checkbox"/>
Description of problem (Use back if needed):					
Hard to describe your issue? Text or email us a picture of your vaporizer					

VB1 Vaporizer Replacement Deal - Get a brand new kit for 40%~50% off retail				Part No. Prefix	Discount Price	Choose Color	Total
Keep your old vaporizer or send it to us to donate to a medical patient or veteran	Hands Free Vaporizer – With EZ Change Whip (Most popular)			8642 / 8644	\$209	<input type="checkbox"/> Dark	
	Hands Free Vaporizer – With All-Glass Whip			8672 / 8674	\$209	<input type="checkbox"/> Natural	
	Standard (hold-on manual) Vaporizer – With EZ Change Whip			8641	\$199	<input type="checkbox"/> _____ (fill in color)	
	Standard (hold-on manual) Vaporizer – With All-Glass Whip			8641	\$199		

Choose Discounts for Repair Customers - Direct from our workshop				Website Part No.	Discount Price	Qty	Total
Take advantage of any VB1 accessories at approx 30%-50% off retail cost. Clean accessories makes your vaporizer work like new again!	Hands Free EZ Change Glass Whip (ceramic & stainless screen)			8783	\$41		
	Hands Free EZ Change Hybrid Glass / Cera Whip (ceramic & stainless screen)			8789	\$44		
	Hands Free All-Glass Whip (stainless screen)			8720	\$41		
	Standard (hold-on manual) EZ Change Whip (ceramic & stainless screen)			8787	\$41		
	Standard (hold-on manual) All-Glass Whip (Limited quantity)			8710	\$41		
	Ceramic Screens for EZ Change Whips (.625") 5 pack			8014	\$11		
	Stainless Screens for EZ Change Whips & Mini Whip (.625") 10 pack			8003	\$5		
	Stainless Screens for All-Glass Whips (.750") 10 pack			8002	\$5		
	Silicone Grip for EZ Change Whips						

Choose the age of your vaporizer (or time since last repair) - Free for defects & 1st 2 years failures, Flat Rate Refurbishment afterward					
Defect or Any Less Than 1 Year Old	Serial # Range  (If Serial is not in this format we will look up the age for you)	178000+	Approx 3 year old	\$0	
		174000 to 177999	3 ~ 7 years old	\$45	
		29774 to 173999	Over 8 years old	\$65	
Expanded Warranty Accident protection, rushed service and no repair fees for 2 years	Purchase New 2Yr Expanded Warranty (Valid now)			\$76	
	Existing 2 Yr Expanded Warranty Holders (we will look up your name)			\$0	
Special Services (in addition to repair service)	Replace Wood Housing - \$20 <input type="checkbox"/> Dark Coffee <input type="checkbox"/> Natural		Convert Standard to Hands Free - \$20 (Purchase HF Whip above)	Rushed Service - \$10 (Contact Us for Expedited Shipping)	

Don't hesitate to contact us for special requests

Repair Total			
--------------	--	--	--

Return Shipping	Outside USA - \$25	HI, AK, Puerto Rico - \$5	Continental USA - \$10
-----------------	--------------------	---------------------------	------------------------

Payment - If required		Let us know if you want us to call you for info		Grand Total	
<input type="checkbox"/> Check / Money Order		Sorry, we no longer accept Paypal (They banned vaporizers)			
<input type="checkbox"/> Credit Card		Credit Card Number:			
Name on Card:		Authorization Signature:		Expiration Date:	
Billing Address (If different from mailing address):		City:		State:	
				CVC Number:	
				Zip Code:	