

VAPORBROTHERS

WARRANTY SERVICE FOR VB1



Questions / Help?

support@vaporbrothers.com

(310) 618-1188 (text mssg OK)

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

Instructions:

If you'd like a **new replacement vaporizer**, fill out the "Vaporizer Trade-In Discount" section and payment info. Print and send this form filled out best you can with the vaporizer. **Save to your drive first** if you want to fill out and email this form to us. Turn around time is approx 1-2 weeks.

If you would like **your vaporizer fixed**, please mail it to us and we will have it back to you in about 2 weeks. Payment may be required. Include the form with the vaporizer, or save and email it to us. If you are in a hurry to get your vaporizer you may request Rushed Service on the form.

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.

Return Address

VB Repair

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

What if my vaporizer is very old? Trade it in for a new vaporizer at 30% 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 trade you a new Vaporbrothers at 30% off.

Thank You for choosing Vaporbrothers!!

Include this page with your vaporizer, or save on to computer, fill out and email to us

support@vaporbrothers.com
(310) 618-1188 (text mssg OK)

Required in **bold**

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

Vaporizer Replacement Deal - Get a brand new kit for 40% off retail price			Website Part #	Discount	Choose Color	Total
Keep your old vaporizer or send it to us to donate to a medical patient or veteran	VB1 Standard (hold-on manual) Vaporizer – With All-Glass Whip		#8641-LT	\$118	Natural Only	
	VB1 Standard (hold-on manual) Vaporizer – With EZ Change Whip		#8641-LT-EZG	\$114		
	VB1 Hands Free Vaporizer – With All-Glass Whip		#8672 / #8674	\$134	<input type="checkbox"/> Dark	
	VB1 Hands Free Vaporizer – With EZ Change Whip		#8642 / #8644	\$138	<input type="checkbox"/> Natural	

Choose Discounts for Repair Customers - Direct from our workshop			Website Part #	Discount	Qty	Total
Take advantage of any VB1 accessories at approx 30% off the lowest online cost. Clean accessories makes your vaporizer work like new again!	Standard (hold-on manual) All-Glass Whip (stainless screen)		#8710	\$28		
	Hands Free All-Glass Whip (stainless screen)		#8720	\$32		
	Hands Free EZ Change Glass Whip (ceramic & stainless screen)		#8783	\$41		
	Hands Free EZ Change Hybrid Glass / Ceramic Whip (ceramic & stainless screen)		#8789	\$44		
	Ceramic Screens for EZ Change Whips (.625") 5 pack		#8014	\$9		
	Stainless Screens for All-Glass Whips (.750") 10 pack		#8002	\$4		
	Stainless Screens for EZ Change Whips & Mini Whip (.625") 10 pack		#8003	\$4		
	Silicone Grip for EZ Change Whips Choose <input type="checkbox"/> Black <input type="checkbox"/> White		#8020	\$9		
	Stainless Steel Packing Tool *Take this convenient pick tool FREE		#8201	free		
	Silicone Hose Upgrade (High temperature - medical grade)		#8068	\$8		
Clear Plastic Hose Replacement (medical grade)		#8008	\$7			
Pick any vapor box related item from our website and take 25% off			\$ ____			
Merchandise Total						

Choose the age of your vaporizer (or time since last repair) - Defects & 1st year failures = free, Refurbishment = flat rate					
Refurbishment Service Replaces broken & worn out parts	Serial # Range (If Serial is numbers and letters we will look up the age for you)	177000+	0 ~ 1 year old	\$0	
		176000 to 176999	1 ~ 2 years old	\$35	
		163500 to 175999	2 ~ 5 years old	\$45	
		27441 to 163499	Over 5 years old	\$65	
Expanded Warranty Accident protection, rushed service and no repair fees for 2 years	Purchase New 2Yr Expanded Warranty (Valid now)			\$70	
	Existing 2 Yr Expanded Warranty Holders (we will look up your name)			\$0	
Special Services (in addition to repair service)	Replace Wood Housing - \$15 <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)		
	Repair Total				

Return Shipping	Outside USA - \$25	HI, AK, Puerto Rico - \$10	Continental USA - \$0 (Included)
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Payment - If required		Let us know if you want us to call you for info		Grand Total	
<input type="checkbox"/> Check / Money Order	<input type="checkbox"/> Paypal	Paypal Email Address			
<input type="checkbox"/> Credit Card	Credit Card Number:				
Name on Card:	Authorization Signature:	Expiration Date:	CVC Number:		
Billing Address (if different from mailing address):		City:	State:	Zip Code:	