VAPORBROTHERS WARRANTY SERVICE FOR VB1



Questions / Help?

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
- 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 thorougly 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

Return Address: Repair Order Number: (if you know it) City: State: Zip Code:	Required in <i>bold</i>						(3	10) 618-1	188 (text o	•	
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Standard (hold-on manual) EZ Change Whip (ceramic & stainless screen) 8787 \$41	VB1 accessories at approx 30%-50% off retail cost. Clean accessories makes your vaporizer work like new again! Discount merchandise may be exchanged only with a minimum \$10 restocking /	Hands Free EZ Change Hybrid Glass / Cera Whip (ceramic & stainless screen) 8789						\$44			
Take advantage of any WB1 accessories at approx 30%-50% off retail cost. Clean accessories at approx 30%-50% off retail cost. Clean accessories makes your vaporizer work like new again! Stainless Screens for EZ Change Whips (.625") 5 pack Stainless Screens for EZ Change Whips (.625") 10 pack Stainless Steen screen for EZ Change Whips (.625") 10 pack Stainless Steen screen for EZ Change Whips (.625") 10 pack Stainless Steen screen for EZ Chang		Hands Free All-Glass Whip (stainless screen) 8720						\$41			
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Silicone Hose Upgrade (High temperature - medical grade) 808 \$\$ Clear Plastic Hose Replacement (medical grade) 8008 \$7 Pick any VB1 Vapor Box related item from our website and take 25% off Choose the age of your vaporizer (or time since last repair) - Free for defects & 1st 2 years failures, Flat Rate Refurbishment afterward 174000 to 177999 3 ~ 7 years old \$45 Expanded Warranty Accident protection, rushed service and no repair fees for 2 years (in addition to repair service) Special Services (in addition to repair service) Don't hesitate to contact us for special requests Silicone Hose Upgrade (High temperature - medical grade) 8008 \$7 Merchandise Total Merchandise Total Merchandise Total Serial # Range 178000+ Approx 3 year old \$0 \$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 Special Services (in addition to repair service) Convert Standard to Hands Free \$20 Dark Coffee Natural Park Coffee Natural Contact Us for Expedited Shipping) Payment - If required Let us know if you want us to call you for info Contact Us for Service - \$10 Check / Money Order Credit Card Number:		Silicone Grip for EZ Change Whips Choose ☐ Black ☐ White 8020						\$9			
Clear Plastic Hose Replacement (medical grade) Pick any VB1 Vapor Box related item from our website and take 25% off S		Stainless Steel Packing Tool *Take this convenient pick tool FREE 8201						free			
Clear Plastic Hose Replacement (medical grade) Pick any VB1 Vapor Box related item from our website and take 25% off S		Silicone Hose Upgrade (High temperature - medical grade) 8068						\$8			
Pick any VB1 Vapor Box related item from our website and take 25% off S		Clear Plastic Hose Replacement (medical grade) 8008						\$7			
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