



This form must be filled out & included with your machine.

Due to the complex nature of the machines we are unable to offer diagnostic/repair advice over the phone.

Please note that estimates will be charged if machine is not repaired.

All Machines sent in for service/repair MUST obtain an RA# & be accompanied with this signed document.

Machines without a RA# will not be accepted

Return Authorization Number:

(RA#): _____

Business

Name: _____

Contact

Name: _____

Email

Address: _____

Contact

Phone#: _____

Machine model number: _____

Machine serial number: _____

The following steps should be completed in preparation for shipping:

- Drain the water out of the machine. A full boiler weighs at least 8 pounds more than an empty one and costs more to ship. Also, a full boiler can be damaged if the machine is dropped in shipment. This is due to excessive stress on the components that attach the boiler to the body housing.
- Finger tighten the filler cap and the drain plug.
- Ship in a double walled cardboard box that is at least one inch larger than the VaporLux. It is preferable to retain the original packaging for shipping.
- Fill all voids with suitable packing material such as bubble wrap, Styrofoam sheets, or Styrofoam peanuts. The Unit should NEVER rest on the bottom of shipping container; make sure there is a cushioned barrier between the machine base & the box.

SHIPPING THE MACHINE FOR SERVICE.

Ship the machine only; do not ship the hose, cart or accessories to VaporLux. For your own Protection insure your shipment.

- The Return Authorization Number must be prominently displayed on the outside of the box.
- Include this signed document & the Service Packing Slip with your machine.
- VaporLux receives shipments during normal hours of operation; do not ship next day air shipment on Friday.

We reserve the right to refuse all packages that do not follow the above guidelines. Any packages received without prior contact & RA# will be refused.

Machine repairs average \$300-\$500 some less, some greater.

I acknowledge sending our machine in for service is authorizing VaporLux to do the necessary repair work to get the machine running. Payment for Service & return shipping is due on repair.

Any machine that has not been paid for after 120 days will be considered an abandoned machine and VaporLux will retain ownership of the said machine and has the right to sell the machine to recoup all costs.

I have read and understand all the information regarding Shipping, Repairs & Payment.

SIGNATURE: _____ DATE: _____

Ship to Address:

VaporLux, Inc.

23210 Greater Mack Avenue

Suite 227

St. Clair Shores, MI 48080

Phone: 586-775-2429

Please include a brief description of what issue you are experiencing with your machine as well as the return shipping address when your machine is complete on the back side of this sheet.