

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

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

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|------------------------------|---|
| Contact Name: _____ | Business Name: _____ |
| Contact Phone#: _____ | Machine model number: _____ Machine serial number: _____ |

The following steps should be done in preparation for shipping:

- Drain the water out of the machine. A full boiler weighs at least 8 pounds more than an empty one & therefor cost 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
- Securely tighten the filler cap & 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.

- 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 receive shipments during normal hours of operation; do not ship next day air shipments 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 machines that have not been paid for after 120 days will be considered abandon machines & VaporLux will retain ownership of the said machine & 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:** _____