

Limited Warranty for Visol Products

Please read Visol Limited Warranty reprinted below and follow the warranty instructions when returning your items for repair service.

Lighters Management, Inc. offers a limited warranty and warranty service on your lighter, as described below. We therefore ask that you return the product to us for repair/replacement. Visol warrants that if your Visol product malfunctions within one year from the date of original retail purchase, Visol will repair it upon submission of the product to the Visol Service Center with packing slip or print out of the order and payment of shipping and handling fee (see below for details), as described in the section below entitled "How to Obtain Warranty Service."

Warranty Exclusions:

1. This limited warranty does not cover the outer case mechanism and finish of your lighter (*e.g.*, cap, hinge, etc.). Warranty is limited to functionality, not aesthetics.
2. This limited warranty may be enforced only by the first consumer user; all subsequent purchasers acquire the product "as is" without any benefit of this limited warranty.
3. This limited warranty does not cover damage resulting from accident, misuse, abuse, tampering, neglect, or from other than normal and ordinary use of your product.
4. This limited warranty does not cover damage resulting from failure to clean or use your product in accordance with the manufacturer's instructions.
5. This limited warranty does not cover damage resulting from repair or attempted repair by anyone other than the Visol Service Center.

Limitation of Implied Warranties and Exclusion of Certain Damages:

VISOL DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, WITH RESPECT TO YOUR PRODUCT. THIS WRITING CONSTITUTES THE ENTIRE AGREEMENT OF THE PARTIES WITH RESPECT TO THE SUBJECT MATTER HEREOF; NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING SIGNED BY VISOL.

Some states do not allow the exclusion or limitation of consequential damages, so the above limitation or exclusion may not apply to you.

If you would like to check the status of your product warranty service, please email us at **warranty@visolproducts.com** or send a fax to 214-291-5664 with your name, the address to which you requested the product be returned, and the date on which you sent your product in for warranty service. *Note that Visol only responds to status inquiries as to products that were sent in more than 30 days prior to the status inquiry.*

WARNING: KEEP OUT OF REACH OF CHILDREN. Lighter contains butane gas under pressure. Extremely flammable. Do not use near fire or flame. Do not puncture, incinerate, or expose to temperature above 120°F (49°C) or prolonged sunlight. Never leave lighter on dashboard or near window shelf of any vehicle. Hold away from face and clothing while lighting.

CAUTION: Be sure flame is extinguished after use.

How to Obtain Warranty Service

1. Drain all gas from your lighter and package it properly so that it will not be damaged during shipment.
2. Visol recommends that you insure the shipment of your product and request proof of delivery. Visol Service Center is not responsible for lost, late, damaged, misdirected, or postage-due mail.

Please submit with the product the original proof of purchase, the shipping and handling fee (see the chart below for shipping and handling fees), the address to which the repaired product should be returned, your email address, and a daytime telephone number.

The address of the Visol Service Center is:

**Service Department
Attn: Warranty
859 J Pl
Plano, TX 75074**

Please reference the following chart to determine the appropriate shipping and handling fee and acceptable form of payment:

Warranty Service Circumstances	Shipping and Handling Fee	Acceptable Forms of Payment
Within 30 days of purchase	---	Contact customer service of company originally purchased from
<ol style="list-style-type: none"> 1. Return address within the U.S. 2. Without a dated purchase receipt 3. Within 1 year of purchase 	\$11.95	Check or money order made out to Visol Products
<ol style="list-style-type: none"> 1. Return address within the U.S. 2. With a dated purchase receipt showing the purchase date within 1 year 	\$7.95	Check or money order made out to Visol Products
<ol style="list-style-type: none"> 1. Return address outside the U.S. 2. Within 1 year of dated purchase 	\$15	Credit card payment - enclose credit card information: credit card type (AMEX, MasterCard, Visa), name of credit card holder, billing address, credit card number, and expiration date

Please note that if Visol has to contact you to remind you to submit the S&H fee after you have sent your product in for warranty service, you will be charged an additional \$5.00 fee.

Any returned items, which do not get processed for over 120 days due to your failure to send the warranty service fee, will be disposed and not returned to you. Visol is not responsible for any items left in our service center for more than 120 days.

Visol Warranty Form

Please fill out following information (with legible writing) with your item being returned back to us for warranty service:

Name: _____

Return Address: _____

Date of Purchase: _____

Problem with Item: _____

Proof of Purchase attached? Yes No

Note:

1. Please make sure you read all the warranty information stated above before sending the item back.
2. **Visol is not responsible for items that do not qualify for the warranty and WILL NOT mail it back to customer unless a \$7.95 shipping fee is paid by an acceptable payment form (credit card, PayPal, money order).**
3. This limited warranty does not cover damage resulting from repair or attempted repair by anyone other than the Visol Service Center.
4. This limited warranty does not cover damage resulting from accident, misuse, abuse, tampering, neglect, or from other than normal and ordinary use of your product.
5. **Sending back lighter? If yes: BLEED THE TANK.** Do not ship lighter with gas.
6. Insure package with carrier and send to:
**Service Department
Attn: Warranty
859 J Pl
Plano, TX 75074**
7. It is recommended for you to keep a record of the tracking number of the package being sent back to us so that you can see when it makes its way to our facility.