

# **SQUID INDUSTRIES**

## **90 DAY WARRANTY AND EXTENDED SERVICE REQUEST PROCEDURE**

The following is the US warranty service request procedure for your Squid Industries product. If you have any questions, or are unsure whether your item is covered under warranty, please contact our customer support at [SquidVaporWarranty@gmail.com](mailto:SquidVaporWarranty@gmail.com)

DO NOT SEND YOUR ACCESSORIES ONLY IF PURCHASED AS A KIT. WE ARE NOT LIABLE FOR MISSING ITEMS. THIS INCLUDES TANKS, COILS, EXTRA GLASS REPLACEMENTS, ETC.

### **FULL WARRANTY RMA PROCEDURE**

Print and Fill out the RMA form (Link attached PDF) entirely.

Provide a copy of the original receipt or proof of purchase (not required for extended Limited Warranty).

Ship the item securely to the following address along with the RMA form and receipt to:

Squid Industries Warranty Service  
808 S. Western Ave Suite 101  
Los Angeles, CA 90005

### **Manufacturer 90 day full coverage warranty**

There is a three month full coverage warranty for most of our battery operated devices. Some items may not be eligible for full warranty due to misuse, damage (physical or liquid), or other failures caused other than by manufacturer defects or premature failure. There is no warranty on cartomizers, atomizers, tanks, coils, drip tips, disposables, or any similar product unless it was Dead On Arrival (DOA) when you received it (must report DOA within 48 hours of receiving your product).

### **Extended Service**

We do service/repair during extended lifetime warranty period (passed 90 day or if physical damage is incurred during the 90 day manufacturer warranty period, or if original purchase receipt is not present) for \$30.00 to \$40.00 fee plus return shipping fee depending on the device. This service covers everything except physical damage to the enclosure (ie scratches and/or dings in the frame). Please be sure to fill out Service Request Form when sending Extended Service items.

### **TURNAROUND TIME**

Turnaround time for evaluation and service is between 1-2 weeks, unless otherwise notified, from the day your shipment is received. For out of stock times, please allow 3-4 weeks for processing.

### **SHIPPING FEES**

You are responsible for the cost of shipping your items to Squid Industries. If your item is covered under warranty, return shipping will be provided at no charge. If your item is not covered under 90 day

warranty, you will be responsible for any cost associated with the extended limited lifetime warranty. Warranty Center will contact you for fee.