



Consumer Warranty Information

If your product fails to work due to any defect in workmanship or materials, XR Brands Warranty Department Representatives will work with you on an amicable solution. All defective items will be replaced with brand new items. If the item you purchased has been discontinued, our Representatives will work with you on a comparable replacement item. The Consumer will be responsible for shipping the item back to our facility for replacement.

- All of XR Brands products come with a 30-day limited warranty, unless otherwise noted.
- The Thunderstick Wand, Thunderstick 2.0 and the Divinity Wand hold a 1-year warranty.
- The Inmi Shegasm products hold an extended 5-year warranty.

You will need to contact Customer Service to obtain an RMA number. Our Warranty Department can be reached Monday through Friday from 8:00 AM to 4:30 PM. Toll Free: 888-261-4181, Direct: 714-933-7281, or via email at endusersupport@xrbrands.com.

WARRANTY SUBMISSION REQUIREMENTS:

To obtain a Manufacturer Warranty of your product, we require the following information:

1. Proof of purchase in the form of a copy of the original receipt showing the defective item and the date of purchase. **A warranty replacement will not be issued unless a proof of purchase can be provided.**
2. A short description of what the issue is.
3. A photograph of the defective item may be required.
4. An RMA number which will be given to you when contacting Customer Service.

Once your RMA has been processed by our Returns Department, we will contact you with your replacement information. If the item is found to have been opened in a manner in which the inner workings and/or wiring has been exposed, the warranty will be null and void.

Consumer Warranty Claim Form

Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

SHIP TO:

XR Brands – Customer Service
Attn: Warranty Returns
15251 Pipeline Lane
Huntington Beach, CA 92649

Note: Please allow up to 45 days for product replacement due processing of the return and shipment of the replacement item.