

## Limited Liability **PRODUCT WARRANTY** for CRATER vaporizer

Silver Lion Europe LTD. (S.L.E. LTD) warrants this product to be free from defects in materials and workmanship from the date of purchase or from the invoice/shipment date, when is purchased from S.L.E. LTD or [www.mycrater.co.uk](http://www.mycrater.co.uk) and/or any Authorized S.L.E. LTD Dealer or Reseller, under normal use with no time limit - subject to registration.

If a physical or functional defect arises and a claim is received during the warranty period, at its option and to the extent permitted by law, S.L.E. LTD. will either repair the defective product whenever is possible or exchange the defective product with a new product or a functionally equivalent product, with the condition that the defective product is returned with the original proof of purchase.

The S.L.E. LTD Product Warranty applies only to the original buyer in possession of the original proof of purchase. Additional warranties from your dealer may apply, but they are beyond S.L.E LTD's obligations.

Please note: Lifetime warranty is subject to registration on our website [www.mycrater.co.uk](http://www.mycrater.co.uk) or by post. If the product won't be registered it will have 1 year warranty with the same conditions.

The product warranty applies only to products manufactured by Silver Lion Europe LTD. that can be identified by the CRATER trademark, trade name, and/or logo affixed to them.

### **Exclusions:**

The limited warranty doesn't apply to:

- 1.) normal performance degradation of batteries
- 2.) charger – after 1 year
- 3.) neglecting to adhere to cleaning instructions.
- 4.) damage caused by: accident, abuse, flood , fire, war, acts of piracy, earthquake or other external causes.
- 5.) damage caused by operating the product outside the permitted/intended use as described by S.L.E. LTD in the “User Guide”
- 6.) cosmetic damage, including but not limited to scratches, dents, and broken plastic.

Crater should be used with aromatic blends, plant based products like camomile and peppermint. It is not recommended to use any type of liquids like glycol, glycerin and e-juice in the device. Using liquids will void warranty.

The warranty is not valid in cases where the product has been misused, mishandled, disassembled, modified or repaired without written permission from S.L.E. LTD.

### **Procedure**

Warranty inspection and service is arranged through and approved by S.L.E. LTD.

If you think you may require warranty service, please contact Crater support via email ([support@mycrater.co.uk](mailto:support@mycrater.co.uk)) or completing our web form at [www.mycrater.co.uk](http://www.mycrater.co.uk) – “support” section.

Warranty services will be processed within 3 business days upon receipt of merchandise.

Serial NO: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Authorized dealer: \_\_\_\_\_

Silver Lion Europe LTD

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