

Warranty Information

710 Warranty Policy

The 710pen comes with a 90 day manufacture warranty. **The 710cart and 710M-Cart are only warranted against DOA (Dead on arrival).** 710pen does not cover user error, mistreatment, misuse, or normal wear and tear. You must register the 710pen within 7 days of purchase on 710penvape.com to receive warranty coverage or you will have to purchase the 710upgrade warranty on our website. However, we do **NOT** replace normal wear and tear on batteries. **ALL batteries will eventually stop charging.** We only replace defective batteries or DOA. We will **NOT** replace your battery because you're getting less hits. This is normal wear and tear with **ALL** batteries. If your battery does not charge like it use to, it's probably an indication that the battery needs to be replaced, but if this is happening within the first few weeks, please send us the battery with a copy of the receipt and we'll send a replacement. We apologize for any inconvenience, but we are limited to current battery technology. Like laptops, cell phones, etc., all batteries start to lose the ability to hold a charge every time it is drained and recharged. We do NOT manufacture the actual internal batteries, but that doesn't mean we can't offer the BEST customer support in the business!

To register, please send an email to support@710penvape.com within 7 days of your purchase with the following information:

- (1) Full contact information, including your first and last name
- (2) Where you purchased the 710pen (**Must include picture/scan of your receipt. Warranty is VOID without Proof of Purchase.**)
- (3) Purchase date
- (4) Telephone
- (5) Email address
- (6) Shipping address and please add "**WARRANTY REGISTRATION**" in the header.

Warranty is VOID without proof of purchase.

If you purchased your 710pen on this site, your information is already in our system so there's no need to register.

Warranty Process

In the event you require warranty service, please contact us at support@710penvape.com with the detailed information below.

Please type "**Request for Return Authorization Number.**" in the subject line.

In the body of your email, please include the following information:

- (1) Full contact information, including your first and last name and/or company name,
- (2) Order number or where you purchased the 710pen.
- (3) The purchase date.
- (4) Your telephone number
- (5) Shipping address
- (6) The reason for the return. (Provide a explanation what you think the problem might be.)

Within 48 hours of receipt of your email, our Support Department will review the information and reply with a Return Authorization Number (RAN#). Please do not send

any product to us until you have received your RAN#. Please Note: Your item is required to be sent in, in order to receive a Replacement. Shipping and handling fees may apply.

PLEASE DO NOT SEND USED CARTRIDGES OR ATOMIZERS!!!!!!

PLEASE DO NOT SEND THE CASE OR ANYTHING THAT DOES NOT NEED TO BE REPLACED. IF YOU DO, YOU WILL BE CHARGED FOR ADDITIONAL UNNECESSARY WEIGHT AND BULK.