



XR Brands Consumer Warranty

At XR Brands, we stand behind the quality of our products. If your product fails due to a defect in workmanship or materials, our Warranty Department Representatives are committed to working with you to find an amicable solution. All defective items will be replaced with brand-new items. If the product you purchased has been discontinued, we will offer a comparable replacement item.

The consumer is responsible for shipping the defective item to our facility for replacement.

Warranty Coverage

- All XR Brands products come with a **30-day limited warranty**, unless otherwise noted.
- The following products have extended warranties:
 - **Thunderstick Wand, Thunderstick 2.0, Divinity Wand, and Bloomgasm: 1-year warranty**
 - **Shegasm, Vibrassage, and Lickgasm by INMI: 5-year warranty**

To initiate a warranty claim, please contact our Customer Service team to obtain a Return Merchandise Authorization (RMA) number.

Contact Information

Our Warranty Department is available Monday through Friday from 8:00 AM to 4:30 PM (Pacific Time).

- Toll-Free: **888-261-4181**
- Direct: **714-933-7281**
- Email: **endusersupport@xrbrands.com**

Warranty Submission Requirements

To process your warranty claim, the following information is required:

1. **Proof of Purchase**
 - A copy of the original receipt showing the defective item and the date of purchase.
 - A warranty replacement will not be issued without valid proof of purchase.
2. **Issue Description**
 - A brief explanation of the problem with the product.
3. **Photograph of the Defective Item**
 - This may be requested to validate the claim.
4. **RMA Number**
 - This will be provided by Customer Service upon contacting them.

Once your RMA has been processed, our Returns Department will provide information regarding your replacement item.

Note: If the product is found to have been tampered with or opened in a way that exposes internal components or wiring, the warranty will be void.



Consumer Warranty Claim Form

Name: _____
Phone: _____
Address: _____
City: _____ State: _____ ZIP: _____
Email Address: _____

Return Shipping Address

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

Processing Time

Please allow up to **45 days** for the processing and shipment of your replacement item.



15251 Pipeline Lane
Huntington Beach, CA 92649
xrbrands.com