



Returns/Exchanges

Firefly has a **1 year warranty** unless stated otherwise in the pre-purchasing contract.

Products outside of warranty may be eligible for trade in credit.

Please fill out the following information to assist in your return/exchange request.

Name: _____

Email Address: _____

Return Address: _____

City/State/Zip Code: _____

Original Order Number: _____ **REQUIRED**

Select an option: Return: _____ Refund: _____ Exchange: _____

Description of issue/reason for return: _____

For all charging issues please follow the steps on page 2 prior to returning your Firefly:

Please return this form to distribution_center@fireflyveinlight.com.

Firefly Vein Light LLC
200 W. Martin Luther King Blvd
Suite 1046
Chattanooga, TN
37402

Please visit <https://www.fireflyveinlight.com/refunds-and-returns> for return policy.



Solid Yellow Light or No Light?



Battery Reset Required

This setting was engineered to preserve the longevity of your battery life.



Step 1: Plug charging cord into power source.



Step 2: Plug charging cable into Firefly.



Step 3: Press and hold the red power button.



Step 4: Blinking yellow light indicating reset was successful.



Step 5: Green light indicated fully charged.

