



## **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: \_\_\_\_\_

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:

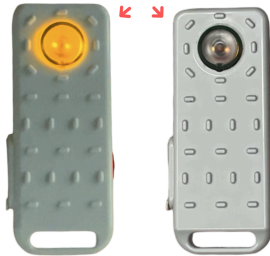
Please return this form to [distribution\\_center@fireflyveinlight.com](mailto:distribution_center@fireflyveinlight.com).

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.

