

## Organa Brands Product Return Policy

**Batteries:** Organa Brands offers a lifetime warranty/exchange program, called “A Friend for Life”, on all of their batteries:

If your O.pen battery stops working for any reason—storm, earthquake, zombies, whatever—return it to your dispensary for a brand new replacement. Keep in mind that you will need to bring your broken O.pen battery and all it’s accessories to your local dispensary to have it replaced. If you lose it, we can’t replace it free of charge.

As a licensee of Organa Brands, *we fully back this warranty.* Batteries can be returned to us in any condition *as long as all of the accessories are included with it.* We do not need a proof of purchase or the packaging. At the time of return, a sales associate will review the battery with the patient to assess functionality. Replacements must be for the same product for equal value. Color changes may be made as long as value remains the same.

**Cartridges:** Any cartridge that fails to function will be accepted for return and replaced at no charge under the following conditions:

- 1) Returns must be made within 30 days from date of purchase.
- 2) Proof of purchase, a copy of the receipt or the exit label, must be presented at the time of return. ***We will not look up your order history in our POS as a substitute for the hard copy receipt or exit label.***
- 3) Products must be returned in their original packaging, with the batch tracking label attached and legible.
- 4) We will not accept returns where the components do not match the packaging, i.e. a cart with a Sativa mouthpiece or color band (Craft) being returned in hybrid packaging, or when components are missing.
- 5) ***We will not accept a cartridge that is more than half empty.***
  - 1) At the time of return, a sales associate will review the product with the patient to assess functionality.
  - 2) A faulty cartridge can be exchanged for the same type of product at equal value, i.e, a Craft Reserve 1000mg for a Craft Reserve 1000mg. We will allow for changes in the dominance, for instance, replace a Hybrid with an Indica.
  - 3) We will not accept a return for credit towards the purchase of a different product.

### *Tips for Ensuring Successful Use*

**Batteries:** All batteries come partially charged and ready to use. Simply screw on your favorite O.pen cartridge and pull for up to 8 seconds for the perfect puff... every time. When in use, the

indicator lights will remain on until the 8 second perfect puff has been reached. At this time the lights will flash. For optimal performance, charge the pen fully before use. The indicator light on the battery will turn from red to green when it is fully charged. You do not need to wait until the battery power is fully exhausted before you recharge. Feel free to charge it whenever it seems to be running low. When in use, the indicator lights on the battery will blink repeatedly when it needs a charge.

**The O.pen 2.0 Variable Voltage Battery:** This battery has 4 color indicated voltage settings, providing users with full control over their vaporizing experience. Click 5 times to power on or off. When on, double click the stylus button to cycle through the heat settings.

**Purple:** The lowest voltage setting at 2.4v provides users with a mild, flavorful dose.

**Orange:** 3.2v mild and balanced. This level, along with purple, preserves the terpenes.

**Green:** 4.0v rich and robust. Same voltage as the blue, but programmed for an 8 second pull.

**Blue:** The highest setting at 4.0v, delivers a more potent dose and is referred to as the "Dab Mode". The Dab mode is made for our "Dab attachment" and also for those looking for an extended strong and potent hit. To use this mode, simply hold down the stylus button.

**Rapid Charge Function:** The O.pen 2.0 Variable Voltage Battery is equipped with a rapid charge USB that allows for a charge in just 20 minutes. To activate Rapid Charge Mode, simply swipe your finger across the logo on the charger and the light will change from orange to red once in Rapid Charge Mode. When fully charged, the light on the USB and battery will be green.

**Battery Life Indicator:** 3 clicks of the stylus will cause the tip to illuminate a color, indicating it's battery life. Green=80%+      Yellow=60-80%      Orange=40-60%      Flashing Red= 20% or less

**Cartridge Connectivity Indicator:** If the battery is not connecting to the cartridge, the light indicators will blink red when being drawn. One way to fix connectivity issues is to check the washer at the base of the cartridge. This washer serves as the contact point for power transmission with the battery. If it is receded, there will be no connection. You can reposition the washer with a paper clip. It should be level or slightly elevated from the base.

**Preheating Oil:** In any mode, press and hold the stylus tip. This will illuminate the tip white.

Instructions for the 2.0 battery are clearly outlined on the back of the box. Video tutorials are also available here: <https://www.youtube.com/watch?v=J0Tnru3FJLk> or <https://vimeo.com/240846701>

The O.pen 2.0 Variable Voltage battery also comes in 7 vibrant colors, and pairs perfectly with O.pen Reserve and Craft Reserve cartridges.

**Cartridges:** Never expose your vape pen cartridges to extreme heat or cold as this could cause the oil to leak, either from the mouthpiece or the base. If you choose to store your cartridge separately

from your O.pen battery and charger (which we recommend for child safety), please replace the rubber sleeve on the bottom of the cartridge to prevent leakage.

- 1) High altitudes can periodically cause the cartridges to leak as well; to prevent this, you can store your O.pen or cartridge in a pressure-resistant case.
- 2) Cold temperatures affect the viscosity of the oils, making them thicker, which can lead to a temporary inability to draw. To solve, simply bring cartridge back up to room temperature (generally regarded as between 62-72 degrees Fahrenheit). This can be done by bringing back indoors, being warmed in your hands or set next to a source of heat.
- 3) Store cartridges upright at all times when not in use. Not doing so can cause air bubbles to get in the atomizing chamber or the wick to dry out. If wicks dry out completely and harden with dried residual oil, they can not effectively absorb the oil and may not draw. Ceramic cartridges do not have wicks, but air bubbles can get into the chamber causing a temporary malfunction. This can be solved by preheating the cartridge; in any mode, press and hold the stylus tip. The light will be white. When you hear a crackling noise, the oil should be ready for consumption. Often times, at this point, you can also see vapor collecting in the vapor chamber.
- 4) Clogs can also be resolved by preheating the oil and/or forcefully drawing on the mouthpiece in a sustained manner. Adjust the strength of your draw after the clog has been resolved so that you do not consume more than desired.