

## Product Return Form

Name:		Phone No:	
Address:			
Email:			
Model: (e.g. Vetcare/Blush)		Serial No: (Found at bottom of device or on side of box)	
Date of Purchase: (12-month warranty period)			

### Items being Returned:

(Please tick all relevant boxes)

- Photizo unit only
  Packaging and user guide  
 Photizo charger

### Reason for Return:

(Please tick all relevant boxes)

- Accidental damage\*
  Not charging (using Photizo charger)  
 Erratic beeping
  Rattling  
 Indicator light not working
  Short battery life  
 LED's not working
  Other\*  
 Liquid damage\*

\*If box marked please state details below:


**Please enclose this form and send with the items you are returning**

## Troubleshooting Guide

### Photizo beeps twice and doesn't switch on

This will happen when the device has run out charge. Simply charge the device with the Photizo charger to refill the battery.

### Photizo device isn't charging/Indicator light not working

- Ensure charger cable is fully connected to the device, with mains plug switched on.
- Please ensure you are using the Photizo charger provided with the device. Using an incorrect charger will result in lack of charge and potentially internal damage to the device. *(All Photizo chargers will have the Photizo logo on the pin side of the plug)*
- The Photizo battery or charger could be faulty or have suffered wear and tear.

### The 2 large LED's don't seem to be working

The wavelength of the LED's lies within the invisible range and cannot be seen by the naked eye. To confirm if the LED's are functioning view it through your mobile phone camera.

### Photizo providing low number of doses

A new Photizo device should provide 90 minutes of continuous use (*approximately 180 doses*). Battery capacity can naturally be lost over time although this process can be accelerated by overcharging. If you are unsure about the amount of doses your device is providing please feel free to contact us.

- I have read through the troubleshooting guide before returning my Photizo device