

JUUL Labs - Terms & Conditions

When you purchase any of the following JUUL Labs products from an authorized Duty-Free retailer you will be able to access the support of JUUL Labs Customer Support:

- JUUL Slate Device (UPC: 840048209368)
- JUUL Starter Kit (5%, 4-Pack) (UPC: 840048209375)
- JUUL Starter Kit (18mg, 4-Pack) (UPC: 840048209276)

Below is how you can identify if your product qualifies for support. If your UPC number (pictured below) matches any of the UPC codes above, then support is available.



JUUL Labs Customer Support and device warranty support is available in the following countries: Belgium, Canada, France, Germany, Indonesia, Philippines, South Korea, Switzerland, UK, USA.

If you are a resident in a country above and you are of legal age to purchase JUUL Labs' products in that country, please visit JUUL Labs' global support site at www.juul.com/global-support to locate specific details of our warranty terms and to contact JUUL Labs Customer Care.

If you reside in a country not listed in the above list, and you are of legal age to purchase JUUL Labs' products in your country of residence, please contact the authorized JUUL retailer from whom you purchased your JUUL product to access our Customer Support.

Your statutory rights are not affected.