

To view this email as a web page, go [here](#).



MAR-24-2022

RECALL NOTICE

Olight Ecommerce Technology Recalls M2R Pro and Warrior Mini Flashlights Due to Burn Hazard

[LEARN MORE](#)

Dear Olight M2R Pro & Warrior Mini Customer:

We are writing to let you know that Olight is voluntarily recalling M2R Pro and Warrior Mini flashlights. We have discovered that these models may be turned on inadvertently and overheat while stored in the holster or a consumer's pocket, posing a burn hazard. **This is effective in the United States and is in cooperation with the CPSC.**





If you own one of these recalled flashlights, you should immediately stop using it and contact Olight to receive **store credit, replacement Warrior Mini 2 flashlight, or a full refund** through any of the following methods:

Method 1

Online at <https://www.olightstore.com/article.html?id=1498597352846782467>

Method 2

Email at cs@olightstore.com

Method 3

Toll-free at 888-889-6870 from 8 a.m. to 5 p.m. ET Monday through Friday

Sincerely,
Olight



Olight | 7951 Angleton Ct. STE B, Lorton, VA, 22079

cs@olightstore.com

Monday - Friday 8:00 a.m. – 5:00 p.m. EDT



This email was sent to: **cc@cat.cc**

This email was sent by: Olightstore USA INC
7951 Angleton Ct. STE B, Lorton, VA, 22079

We respect your right to privacy - [view our policy](#).

[Manage Subscriptions](#) | [Update Profile](#) | [Unsubscribe](#)

Recall Information

Dear Olight M2R Pro & Warrior Mini Customers,

Although the M2R Pro and Warrior Mini have always been well loved, these models may be turned on inadvertently and overheat while stored in a holster or a consumer's pocket, posing a burn hazard. Olight is now voluntarily recalling these products in the United States in cooperation with CPSC.

Hereby, we are calling you:

If you own one of these recalled flashlights, please immediately stop using it and contact Olight for store credit, or a replacement flashlight, or a full refund.

Olight will cover all shipping costs.

We apologize sincerely for this situation. Thanks for all your continuous support. To view News Release: [click here](#)

Explanation of the 3 remedies:

a.Store credit: Consumers can choose to receive credit equal to 110% of their original purchase price (including any applicable taxes) for Olight's online storefront (<https://www.olightstore.com/>). Consumers will receive this credit via a credit code issued by Olight to the consumers.

For store credit [click here](#)

b.Replacement: Consumers can choose to receive a replacement flashlight from Olight. The replacement model will be a Warrior Mini 2. If your purchased product has a price difference with the Warrior mini 2, there will be an additional store credit to reflect the price difference.

For Replacement [click here](#)

c.Full Refund: Consumers can choose to receive a full refund of the purchase price (including any applicable taxes) through consumer's original payment method. For the convenience of the customer, Olight has drawn up the detailed Full Refund Rules. Refunds will be issued for the same amount you have already paid.

For full refund: [click here](#)



Recall FAQ

1.How to participate?

Please read the instructions carefully before filling out the form. If you have more than one product to be recalled, we suggest you fill all the product information on one form to simplify and speed up the process.

STEP 1: Click the Store Credit/Replacement/Full Refund option and fill in the required information.

- The serial number of your flashlight and picture.
- The order number and Invoice picture.
- Information related to your bank account (PayPal account or Credit Card account)

STEP 2: Please kindly wait and check your email for the results of your request. Please note that the result will be sent to you from CS via email and within approximately 7 working days from the date you submitted the form.

STEP 3: If your application is approved, you will receive the return label and can start to prepare the product(s) for return.

STEP 4: Once the warehouse receives and confirms your return, we will process the next step of a store credit card, replacement, or refund.

Please note that the confirmation of the recalled product will be based on receipt of the physical item inside the recalled package. Multiple recall applications for the same product will only be counted 1 time. Thank you for your patience and understanding.

2.What are the store credit usage rules?

- The store credit can be stacked with other promotions, such as limited-time discounts, coupons, coupon codes, etc. It is valid to be used at any time and for all products on our website.
- The store credit balance can be used to deduct the price of products and shipping fees. The amount of the order will be deducted first, and the shipping fee will be deducted if there is still a balance on the store credit. The specific deduction amount is determined based on the actual payment amount of the order and the store credit balance.
- The store credit can be used an unlimited amount of times or until the balance has run out, but Store Credit can only be used once for each order. Moreover, after using the Store Credit, if a refund occurs to the corresponding order and customer service approves the refund, the amount of the Store Credit used for the order will also be returned.

3. My product(s) was/were purchased from Amazon/eBay/Walmart/other online stores or gifted by friends. Can I participate in the recall?

Yes. Please fill the form and provide your order number or Invoice and Serial Number as required.

4. How can I tell if my product(s) is/are affected by this recall?

Every Warrior Mini & M2R Pro is subjected to this recall. This recall does not affect any other Olight products.

5. Who is responsible for return shipping?

Once your recall application is accepted, a prepaid return label will be emailed to you.

6. Limited edition variants: Are there any limited edition versions available?

There are no limited edition variants at this time. Only the Black and Desert Tan Warrior Mini 2 are available for direct replacement. Should you prefer to replace your returned lights with a limited edition, we recommend taking the store credit of 110% of the original purchase price and waiting until limited edition variants become available.

7. Accessories: Warrior Mini's battery can be used in other flashlights.

The customized 18650 from the Warrior Mini can be used in the Warrior Mini 2, Perun, Baton Pro, S30R III, friendship 2, H2R RU I

8. Serial number: Serial number entered incorrectly.

The serial number is located on the head of the light, in most cases under the name of the light. Please enter the serial number as it appears. Either the full serial number for standard editions or "SN.XXXX" for limited editions. Note that the box may have extra characters at the front of the SN, therefore using the light itself is the best way to proceed.

9. Are points affected?

No, points and OCoins are not effected.

10. Refund / Store Credit Amount?

The amount of the refund and store credit are based on the original purchase price. You will receive 100% of the purchase price of the light if you choose the refund option or you will receive 110% if you choose the store credit.

You can contact us via the following methods:

- Email us at cs@olightstore.com
- Online live chat at <https://www.olightstore.com>
- Toll-free at 888-889-6870 from 8am to 5pm ET. Monday through Friday



Olightstore USA INC

7951 Angleton Ct. STE B,
Lorton, VA, 22079
cs@olightstore.com
Monday - Friday 8:00 a.m. – 5:00
p.m. EDT

Information

[About Us](#)
[Corporate Responsibility](#)
[Blog](#)
[Warranty](#)
[Story](#)

Extras

[FAQ](#)
[Contact Us](#)
[Privacy Policy](#)
[Battery Safety](#)
[Terms and Conditions](#)
[Olight Dealers and Wholesales](#)
[Recall Information](#)

My Account

[My Account](#)
[Track Order](#)
[Order History](#)

Stay Informed

E-mail-Address

Subscribe

Sign me up to receive emails on new product arrivals, special offers and exclusive events.



Follow Us    

Copyright © 2022 olightstore.com all right reserved.



Dear Customers,

Recently we have received numerous reports of warrior mini lens being burned out due to misuse. We realized that a lot of people are not used to using lockout mode or don't know how to lock it at all; If you don't lock it when the Warrior Mini is in your pocket, there is a certain probability that it will be triggered when the pocket has metal or other conductors present or its switch may get pressed (this will be optimized in future product design). The warrior mini is super bright (yes, we are breaking out the technical terms) with a very small head size, causing the energy of the beam to focus quickly and produce a lot of heat. If the flashlight lens is not blocked (normal use), then the warrior mini is your best EDC companion. It's so small and delicate, easy to use and extremely bright! However, it can be embarrassing when the flashlight lens is covered by clothing and turns on unnoticed (Yes it may turn on and burn a hole in your pants or melt the lens).

Due to these cases of lens melting and burnt clothing, we are deeply concerned and we must pay great attention to this matter before it causes more damage. In order to effectively reduce the inconvenience and possible risks brought by the Warrior Mini, and after full and careful discussion we have decided we need to stand behind our responsibilities for our fans.

Olight Warrior Mini Safety Bulletin 1/1/2021

Here is the solution we have come up with:

1.If you are not used or can not use the product's lockout function, It may cause trouble ! Please stop using it . We will start a refund and return process in very soon (a small program needs to be developed) . We will bear all shipping charges of this program.

2.If you are not satisfied with your Warrior Mini then you can return it for a full refund once we start the return program , at our cost.

3. If you like and can continue to use your Warrior Mini properly , you can choose to keep it and enjoy it . This would help Olight immensely !Those who keep it will receive a free pair of silicone gel wraps for the tail switch (1 per Warrior Mini you keep). These will help to reduce the probability of the Warrior Mini being turned on by mistake. You will also receive a special edition Obulb (1 per Warrior Mini keep) to express our gratitude. All of the shipping for this program will be paid by Olight.

4.If you received your Warrior Mini as a gift or bought it from somewhere other than Olightstore.com, we will make sure you are taken care of. More details for all of this will be released once the program has been fully designed.

Olight will stand behind the Warrior Mini worldwide, stayed tuned for more detailed information regarding how to complete this process.

Olightstore.com will begin to open the channel for you to get a refund/ return or claim your free silicone gel protector and special version Obulb in 2 weeks. Please pay attention to our official social media and email for more details .We are sorry for these inconveniences . Thank you for your understanding and support !

Happy New Year !



Dear Customers,

We made a public statement about the Warrior Mini yesterday and we have seen many different views and opinions. A lot of people are happy and showing us great support. We are very pleased to hear this. Your satisfaction is always the most important to us. Having such amazing support gives us courage and excitement for 2021 ! We firmly believe that we can and must do better.

We also saw other opinions. Some people feel that we are putting the blame on the customer. We apologize for this and it was never our intent. Our expression was improper and we will be sure to be more careful in the future . It is only because of our fans' trust and support that Olight has been successful up to today ! Because of this support , we will continue to improve and create more and better products.

We are sincerely thankful for the suggestions we have gotten about design improvements. With help from these ideas we can promise that the next generation of Warrior Mini will meet your needs and make you happy ! The attention that the Warrior Mini has gotten has massively exceeded our expectations. Olight always tries to do everything we can for our customers by going above and beyond . We want to exceed your wildest flashlight dreams . As hard as we work to make this happen, we will not always live up to every expectation ! Thank you for standing beside us as we work through this together .

Best Regards,

Olight Team



Olight | 2270 NW Pkwy, Suite 180, Marietta, GA 30067
www.ilightstore.com (770) 779-7156 Contact Us