

CUSTOMER INFORMATION:

Name:

Address:

Town/City/Postcode

Telephone

e-mail:

IMPORTANT NOTICE

PLEASE READ: Royal Mail has adopted regulations which classify used lighters/ previously fueled products as dangerous goods. As a result of this classification any used lighters/previously fueled products that are sent via Royal Mail services could be returned or destroyed. We would strongly recommend that all lighters/previously fueled products that are returned for repair should be sent via a courier company.

NOTE: Please do not attempt to perform the repair yourself as it could damage the Zippo product beyond repair.

NOTE: Repair time take approximately 2 weeks from receipt. Once received by Yusen Logistics, your package will be forwarded to Zippo GmbH, Emmerich, Germany on your behalf.

NOTE: Repaired Zippo products are sent back (free of charge) using a standard packet service.

REPAIR INFORMATION

- REFILLABLE HAND WARMERS (6&12 HOUR)**
- Need to send for repair/replacement?**
 - Allow all lighter fluid to evaporate for two days
 - Package this form along with your refillable Hand Warmer in a padded envelope/sturdy box
 - Include a copy of your sales receipt as proof of purchase with your package



REPAIR INFORMATION CLASSIC WINDPROOF LIGHTER



- | | |
|--|--|
| <input type="checkbox"/> Insert loose | <input type="checkbox"/> Hinge tight |
| <input type="checkbox"/> Hinge loose | <input type="checkbox"/> Insert stuck |
| <input type="checkbox"/> Hinge broken only | <input type="checkbox"/> Will not light/work |
| <input type="checkbox"/> Insert too tight | <input type="checkbox"/> Do not repair hinge |
| <input type="checkbox"/> Flint stuck | <input type="checkbox"/> Insert and hinge broken |
| <input type="checkbox"/> Hinge pin | <input type="checkbox"/> Sentimental |
| <input type="checkbox"/> Other (explain) _____ | |

- Design and/or finish is not covered by the lifetime guarantee.
- We do not repair lighters inserts. Your insert will be replaced and the original will not returned unless requested in comments section below:

Comments/Special Instruction:

Please follow the instructions below to send:

- Remove the inside unit from the lighter
- Allow fluid to evaporate for two days
- Replace inside unit the lighter case
- Package completed repair form along with your Zippo lighter in a sturdy box or padded envelope.

CANDLE LIGHTER, FLEX NECK UTILITY LIGHTER, MINI FLEX NECK, OUL® UTILITY LIGHTER.

Need to send for repair/replacement?



- Discharge gas following the instructions that came with your lighter in well-ventilated area.
- Package this form along with your Candle/Utility Lighter in a padded envelope/sturdy box
- Include a copy of your sales receipt as proof of purchase with your package

If exact product replacement cannot be made; due to unavailability, we will send a replacement comparable in style to the original.

Questions? Please contact us at: ukrepairs@zippo.com