

### \*Please Note\*

- **Windproof Lighters:** Before sending, please check the following: flint, wick, and lighter fluid. (We recommend the use of Zippo or Ronson brand lighter fluid for optimal performance.) Instructions are available on zippo.com.
- **International Consumers:** Please visit zippo.com/international for repair information. (Postal and other shipping regulations prohibit shipment of filled/previously filled lighters via air.) Do not mail to USA.
- **Outdoor Products:** Do not send the grill, stove or lantern for repair. Please contact Consumer Relations at zippo.com/contactus or by telephone at (888)368-0826 for helpful tips/instructions to get your outdoor products working properly.

## Customer Information

*\*Please include your e-mail address for receipt and shipment confirmations.*

First & Last Name: \_\_\_\_\_

Address (street address preferred): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

e-mail: \_\_\_\_\_ Telephone: \_\_\_\_\_

Company Name (if applicable): \_\_\_\_\_

## Repair Item Information

Reason for repair (check all that apply:)

- |  |  |
|--|--|
| <input type="checkbox"/> Insert and Hinge Broken | <input type="checkbox"/> Will Not Light/Work   |
| <input type="checkbox"/> Hinge Broken Only       | <input type="checkbox"/> Insert Will Not Light |
| <input type="checkbox"/> Loose/Tight Insert      | <input type="checkbox"/> Flint Stuck           |
| <input type="checkbox"/> Other (explain): _____  | <input type="checkbox"/> Sentimental Value     |

- Design and/or finish is not covered by the lifetime guarantee.
- We do not repair lighter inserts. Your insert will be replaced and the original will not be returned unless requested in the comments section below.
- A copy of your sales receipt as proof of purchase is required for the following products: Utility Lighter, Candle Lighter, Hand Warmers, Fire Starters and all Outdoor products.

Comments/Special Instructions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Are you sending one of the Utility Lighters shown?

If you are returning a Candle lighter, OUL<sup>®</sup> Flex Neck lighter or MPL<sup>®</sup> within the warranty period, please include the required \$5.00 handling fee for **each** unit sent for repair in the form of a check or money order made payable to Zippo. Your utility lighter will be replaced with a standard model (color may vary) similar in style.

Amount enclosed (if applicable:) \$ \_\_\_\_\_



Utility Lighters

## Repair Shipment Information

### 1 Preparing to ship:

#### WINDPROOF LIGHTERS

- Remove the inside unit from the lighter
- Allow fluid to evaporate for two days
- Replace inside unit in lighter case

#### BUTANE LIGHTERS (Butane, Candle, Utility, OUL<sup>®</sup>)

- Take lighter outside and discharge gas. (Under no circumstances can you mail a filled utility lighter to Zippo.)

#### HAND WARMERS

- Allow fuel to evaporate for two days.

### 2 Packaging your item:

**\*We cannot track or prevent damage to multiple items sent for repair. Please send one item per package.**

- Package both your completed repair form and Zippo repair item securely in an oversized box or padded envelope.
- We recommend sending your package to the Zippo Repair Clinic insured and via a traceable method.

### 3 Send it:

- Send your package to the following address:

**Zippo Repair Clinic  
1932 Zippo Drive  
Bradford, PA 16701**