



REPAIR FORM

CUSTOMER Information

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____

e-mail: _____

REPAIR Information

Some products cannot be shipped due to shipping restrictions. Before sending any Zippo product, please visit zippo.com/repair for detailed instructions and any special handling required.

All-Terrain Grill™ & Windproof™ Stove
• Do Not Ship. Instructions will be provided by Consumer Relations.



Rechargeable Hand Warmer
• Ship only upon receiving specially marked box provided by Zippo.



Refillable Hand Warmers (6 & 12 Hour)
• Do Not Ship. Contact Consumer Relations at 1-888-442-1932 for information to get your refillable hand warmer working properly.

Axe Saw, Rugged Lantern
Need to send for repair/replacement?
• Package this form along with your Rugged Lantern™ or Axe Saw in a sturdy box. **Only one item can be package per box.**
• Include your sales receipt
• Send to the Zippo Repair Clinic with tracking and insurance to: Zippo Repair Clinic, 1932 Zippo Drive, Bradford, PA 16701



Customers outside the US: You are important to us! That is why we have exclusive representatives in almost every country. Do not send your Zippo item to the USA. Please go to your country's Zippo website or contact your nearest Zippo distributor. Need help? Visit zippo.com/international.

REPAIR Information (cont.)

Classic Windproof Lighter



Please check all that apply:

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

- 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.

Comments/Special Instructions: _____

Please follow the instructions below to send:

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

We cannot track or prevent damage to multiple items sent for repair. We recommend sending 1-2 lighters a package.

- Package completed repair form along with your Zippo lighter in a sturdy box or padded envelope.

Send your package to the Zippo Repair Clinic with tracking and insurance.

- Zippo Repair Clinic, 1932 Zippo Drive, Bradford, PA 16701
- If you are unable to send the lighter insert with your lighter case, a lighter insert is not automatically installed. Please specify this above and a brand new inside unit will be installed.

Candle lighter, Flex Neck Utility lighter, Mini Flex Neck, OUL® Utility lighter, or any butane lighter.



DO NOT ship the lighter. Postal and other shipping regulations restrict shipment of filled/previously filled butane lighters.

If your lighter is under the 1 year warranty, contact Consumer Relations.

I have visited zippo.com and/or contacted Consumer Relations. I have e-mailed a photo of the lighter and bottom stamp, along with the proof of purchase.

I have not contacted Consumer Relations. I have enclosed the following:

- Photo of lighter and bottom stamp
- Proof of purchase

A \$5.00 handling fee is required for each utility lighter along with proof of purchase.

Enclosed is my check or money order in the amount of _____

I prefer to pay by credit card, please contact me at the number provided.

I prefer to pay by credit card; I will contact Consumer Relations to pay over the phone.

Comments/Special Instructions: _____

- Mail this form along with your choice of payment to: Zippo Manufacturing Co., Attn.: Consumer Relations, 33 Barbour Street, Bradford, PA 16701. 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:
consumerrelations@zippo.com or 1-888-442-1932.