

CUSTOMER Information

Name: _____

Address: _____

Town/City: _____ Post Code: _____

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 Mial 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: Repairs take approximately 6-8 weeks, once repaired your Zippo product will be sent back to you.

Note: Repaired Zippo products are sent back (free of charge) using a standard packet service, should you wish to insure your return package, also enclose a cheque for £8.50 made payable to Zippo UK Ltd

REPAIR Information

Contempo & Butane Gas Pocket Lighter

PRIOR TO SENDING YOUR CONTEMPO OR BUTANE (GAS) POCKET LIGHTER IN FOR REPAIR – PLEASE CONTACT

repairs@zippo.co.uk or 020 8964 0666

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

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

- Zippo European Repair Clinic, c / o Zippo UK Limited
Barley Mow Centre, 10 Barley Mow Passage, London W4 4PH



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 lighter per 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 European Repair Clinic, c / o Zippo UK Limited
1.05 Barley Mow Centre, 10 Barley Mow Passage, London W4 4PH



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 a 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



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

- Zippo European Repair Clinic, c / o Zippo UK Limited
Barley Mow Centre, 10 Barley Mow Passage, London W4 4PH

Proof of purchase is required for each candle/utility lighter sent in for repair.

£8.50 is required should you wish to have your package insured on its return

Enclosed is my cheque or postal 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 Zippo UK to pay over the phone.

Comments/Special Instructions: _____

- Mail this form along with your choice of payment to:
 - Zippo European Repair Clinic, c / o Zippo UK Limited
Barley Mow Centre, 10 Barley Mow Passage, London W4 4PH
- 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:

repairs@zippo.co.uk

or 020 8964 0666