

BALKAMP

BK - Warranty Code 552 – See Manufacturer's Complete Written Policy

Manufacturer: Zippo

CARING FOR YOUR ZIPPO PRODUCT

It works or we fix it free.™

We don't make that promise lightly. We know that behind every Zippo product sent for repair is an owner depending on our promise to get it back in working order. Whether a lighter is five years, or 50 years old, it will serve as a dependable source of flame for years to come. We guarantee it.

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

Your lighter will be repaired at no charge and returned promptly to you usually with 4-5 weeks.

REPAIR

In the unlikely event that your Zippo product will need repaired, bring it to the Zippo/Case Museum in Bradford, Pennsylvania and watch the technicians in the Repair Clinic repair your Zippo product. Viewing is available Monday through Friday from 9 a.m. to 3:30 p.m. EST. Of course, if you can't make the trip to the Zippo/Case Museum, you can always send it to us for repair. Follow the repair instructions for your particular product below prior to sending any product to us.

If you have questions about your Zippo product repair please visit www.Zippo.com.

PREPARE FOR SHIPMENT

1. Prepare your lighter for shipment.
2. Remove the inside unit from the lighter.
3. Allow all fuel to evaporate.
4. Replace inside unit in lighter case.
5. Package your lighter securely in an oversized box or padded shipping bag.
6. Please visit www.Zippo.com for a repair form to include with your package or enclose a note with your name, address, telephone number, and email address to receive confirmation of receipt and reshipment of your repaired item.

SHIPMENT ADDRESS

Customer in the US:

Send your package to the Zippo Repair Clinic insured and via a trackable method to:

Zippo Repair Clinic
1932 Zippo Drive
Bradford, PA 16701