

Complete this form legibly in block letters and include it with the product. Use one form per sender; if sending more than one product, number each item.

1. SENDER DETAILS

FIRST NAME

LAST NAME

STREET AND HOUSE NUMBER

POSTAL CODE

CITY / TOWN

TELEPHONE / MOBILE

EMAIL

2. PRODUCT DETAILS

PRODUCT TYPE

MODEL / NAME / COLOUR

MARKINGS ON THE BOTTOM OF THE CASE

DATE AND PLACE OF PURCHASE (IF KNOWN)

WHAT ARE YOU SENDING FOR REPAIR? (tick one)

☐ Complete lighter (case and insert)

☐ Insert only

☐ Case only

☐ Other: _____

3. DESCRIPTION OF FAULT / REQUEST

☐ Does not light / no spark

☐ Flint or wheel does not work

☐ Lid / hinge

☐ Insert cannot be removed or inserted

☐ Other

☐ Missing part: _____

DETAILED DESCRIPTION OF THE PROBLEM

State when the problem occurs and include any information that may help the service centre.

Note: free repair is subject to the manufacturer's current terms and assessment by the authorised service centre. Cosmetic damage, surface finish, engraving and normal wear are generally not covered by functional repair.

4. REQUIRED / RECOMMENDED ATTACHMENTS

Do not use a Browse/upload field for documents or photographs. Print them and place them in the package together with this form and the product. If the request was arranged by email, you may send the same files as attachments in your reply to the service centre, stating your full name.

- ☐ Proof of purchase - copy of the receipt or other available proof (if available)
- ☐ Product photograph - clear photographs of the front and back
- ☐ Markings photograph - clear photograph of the markings on the bottom of the case and/or insert

Tick the enclosed items: ☐ proof of purchase ☐ product photograph ☐ markings photograph ☐ other: _____

5. PREPARING THE PRODUCT FOR SAFE SHIPPING

- ☐ Remove all fuel. The lighter must be completely empty and free of fuel odour before packing.
- ☐ Do not send fuel bottles, gas, refills or any other flammable substances.
- ☐ Remove the flint if you can do so safely. Do not send loose small parts unless they are in a labelled bag.
- ☐ Protect the product against movement and damage; use sturdy packaging. Do not apply tape directly to the product.
- ☐ Tracked shipping is recommended. Keep your proof of dispatch.

6. RECIPIENT ADDRESS / SERVICE REFERENCE

Before dispatch, confirm the current authorised service address for Croatia with the retailer or official Zippo customer support. Do not send the parcel to an address found only in older documents without checking it first.

RECIPIENT NAME / ADDRESS

CASE / RMA NUMBER (IF ASSIGNED)

DATE OF DISPATCH

7. SENDER'S DECLARATION

I confirm that the information provided is correct, that the product has been prepared for safe transport and that the package contains no fuel or other flammable substances. I consent to the authorised service centre inspecting the product and processing my contact details solely for receipt, diagnosis, repair and return of the product, in accordance with applicable data protection rules. I understand that the service centre may request additional information or decline work not covered by the current repair terms.

PLACE AND DATE

HANDWRITTEN SIGNATURE

FOR SERVICE CENTRE USE

Date received: _____ Case number: _____ Received by: _____

Findings / notes: _____