

XIKAR® FOR LIFE

CONSUMER RETURN FORM

Date: _____

Name: _____

Street: _____ Apt/Ste: _____

City: _____ State: _____ Postal Code: _____

Country: _____ Phone: _____

Email: _____

Do you wish to receive an email confirmation when your item is processed?* YES NO

May we add you to our email newsletter list? YES NO

*Please allow 3 weeks to process your return. If you've asked for confirmation when your item is processed, and have not received it within 3 weeks, please contact XIKAR.

What item(s) are you returning for warranty? _____

Where did you purchase this item? _____ When? _____

If returning a lighter:

Did you use XIKAR butane in this lighter? YES NO

If not, what brand of fuel did you use? _____

Does your lighter produce a spark when attempting to ignite? _____

If your lighter still produces a spark, please complete these simple troubleshooting steps before sending it into XIKAR for Warranty service. Please initial each step that you performed to test your lighter's performance:

_____ Bleed lighter then blow it out with compressed air,
drain of air pressure then refill with XIKAR butane

_____ Refill with XIKAR butane then let lighter sit to
warm up for at least 2 minutes before igniting

_____ Turn the flame adjustment wheel all the way down,
then try to ignite while turning it up a little at a
time

For a short instructional
video illustration of these
steps, please visit
bit.ly/1gwW718 or scan
the QR code to the left
with your smart phone



As best as you can, please describe the issue(s) you are having with your product: _____

XIKAR Warranty...

XIKAR reserves the right to repair, or replace your item at our discretion. Returned items may be replaced with a refurbished equivalent, depending on the age and condition of the return.

ALL lighters must be drained of butane before mailing.

USPS: XIKAR, Inc.
PO Box 025757
Kansas City, MO 64102

Customer Service:
info@xikar.com
866-676-7380

For Office Use Only

Date: _____ R: _____ P: _____ C: _____

Product: _____

UPS/FedEx: XIKAR, Inc.
3305 Terrace St.
Kansas City, MO 64111

Hours of Operation:
Monday-Friday
8:30 a.m. - 5:30 p.m. CST