



The Lotus Group/Integral, LLC
6501 Nob Hill Road, Suite B
Tamarac, FL 33321
(954) 746-9026
www.LotusLighters.com

Lighter Warranty and Service Repair

Integral Logistics offers the following warranties on all Lotus, Black Label and Vertigo lighters.

Lotus & Black Label Lighters - 2-year warranty

Vertigo Lighters - 1-year warranty , Lifetime Warranty with web site registration

We will review and repair lighters that are within the warranty period for a shipping & handling cost of \$10.00 US per lighter.

We will review and repair lighters that are out of warranty at a cost of \$25.00 US per lighter.

PLEASE MAKE EVERY EFFORT TO SERVICE THE LIGHTER YOURSELF BEFORE SUBMITTING A REPAIR

For a printable copy of our basic maintenance and repair instructions, visit our website at www.LotusLighters.com . If you are still having trouble, you can also see your local tobacconist. For a list of authorized dealers in your area, visit our website at www.LotusLighters.com.

CONSIDER WHAT OUR WARRANTIES WILL AND WILL NOT COVER:

1. All of our warranties cover mechanical parts only, and exclude damages resulting from accident, misuse, tampering, or abuse.
2. The warranty does not cover faults occurring through bad repairs, natural wear and tear, or the use of low quality gas refills.
3. The outer case finishes are not covered by this warranty.
4. Lotus will not be liable for any consequential damages resulting from the use of Lotus lighters.

The cost to repair a lighter that has been misused is \$25.

HOW TO RETURN A LIGHTER FOR SERVICE

Please enclose the following with the lighter:

1. Your name, address, telephone number and e-mail address.
2. Copy of the original sales receipt (if purchased within the warranty period.)
3. Description of the problem or defect.
4. Payment of US \$ 10.00 (in warranty) or \$25.00 (out of warranty) for shipping & handling (US check, money order, Visa or Master Card accepted) (If paying by credit card, please include the name of cardholder, credit card holder billing address with zip code, the credit card number and the expiration date.)



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MAKE CHECKS PAYABLE TO: INTEGRAL LOGISTICS

Mail your lighter, contact information, and payment details to:

The Lotus Group/Integral, Attention: Repair Dept., 6501 Nob Hill Road, Suite B, Tamarac, FL 33321

USA

Lighters sent to us without payment for shipping & handling services will not be processed. We will not pay to return these lighters to you. If payment or return postage is not provided in a reasonable amount of time, these lighters will be discarded.

Please be sure to remove all the butane gas from your lighter before returning it for service. We recommend sending it registered mail or via Fed Ex or UPS. Please use a sturdy cardboard outer container. We are not responsible for lost, late, damaged, misdirected, or postage due shipments.

If your lighter is found to be out of warranty and that additional work is required, you will be contacted with an estimate before any repairs are made. Failure to respond to these notices will result in a delay of service to your lighter.