

# *S.T. Dupont*

## P A R I S

In accordance with maintaining excellent customer service for all our retailers, please find below our procedure for repairing S.T. Dupont products.

### **GENERAL REPAIR POLICY**

- New S.T. Dupont products are guaranteed for a period of 2 years from the date of purchase against any manufacturing defects from an authorized retailer.
- Manufacturer's defects do not include cosmetic damage resulting from everyday use, products that have been damaged from dropping or mishandling, expanded fuel tanks caused by high temperature exposure and unauthorized repairs or manipulations.

### **WHERE TO SEND THE REPAIR?**

- All Jet Flame lighters and cigar cutters '**under warranty**' are to be sent back to COLES OF LONDON for repair.
- All Jet Flame lighters and cigar cutters '**out of warranty**' are to be sent to ARS or ART BROWN for repair.
- All ST Dupont pens '**in or out of warranty**' should be sent to ART BROWN for repair.
- All Soft Flame lighters '**in or out of warranty**' are to be sent to ARS or ART BROWN for repair. e.g., Line 2, Le Grand.

### **REPAIR PROCEDURE**

The repair procedure below covers items to be returned to Coles of London only i.e., jet flame lighters.

- If you need to have a Jet Flame lighter or Cigar Cutter repaired, please reach out to our Repair Manager: [repairs@colesoflondon.com](mailto:repairs@colesoflondon.com)
- Once your repair is authorized by our repair manager, it will then be submitted into our system, and you will be provided an RA# (Return Authorization) so you may return the item to the address listed below:

COLES OF LONDON  
Repairs Department  
8510 McAlpine Park Dr. Suite 107  
Charlotte, NC 28211

- The RA# must be written on the outside of the box containing the items to be returned. The RA # should also be written on the paperwork inside the box.
- You must also provide a copy of the official proof of purchase e.g., the original invoice, receipt etc. and enclose inside the box with the repair.
- If no RA# is written on the outer box, the package will be rejected and sent back to the sender.
- Should you return the repair without the required documentation as described above, you will receive an email from the repair department informing you that you have 10 business days for the paperwork to be provided. If no paperwork is sent within the allotted timeframe, the package will be returned to the sender at the expense of the sender. Standard UPS shipping fees apply.

For all other items please contact ARS or ARTHUR BROWN, contact information below:

**ARS (Soft Flame Lighters)**  
(828) 747-3499

[repairs@authorizedrepairservice.com](mailto:repairs@authorizedrepairservice.com)

ARS Sales & Service  
3450 Asheville Highway  
Hendersonville, NC 28791

**ART BROWN (Soft Flame Lighters & Pens)**  
212-921-1144

[david@artbrown.com](mailto:david@artbrown.com)

Art Brown  
15W 47th St Suite E18  
New York, NY 10036

## **STORE STOCK REPAIRS**

- All shipments you receive from Coles of London should be checked upon receipt for any defective product.
- Coles of London will repair/switch for new product, as long as the product is returned within the following time lines:
  - Mechanical fault – within 2 years of invoice date (the product must not have any additional cosmetic fault if returned after 1 month of the invoice date).
  - Cosmetic fault – within 1 month of invoice date (final determination is at the discretion of the S.T. Dupont after sales department).
- You must report the defective product to the Coles of London repair department within 1 year of receipt of the shipment, to receive a 'shipping label' from Coles of London. Any defects reported after 1 year, will still be repaired under warranty, but the retailer will be responsible for the shipping cost.

## SHIPMENT DISCREPANCIES

- All shipments you receive from Coles of London should be checked upon receipt for any discrepancies.
- If an item/items is missing from the shipment, or incorrect item/items were shipped, you must report the discrepancy to your local sales rep within 10 days of receipt of the shipment.



COLES OF LONDON