XIKAR for Life

100% Total Customer Satisfaction

XIKAR is Proud to Warrant All of Our Products

We stand behind everything we say, sell and do!

"XIKAR for Life" is our service motto which represents the mantra by which we operate in all aspects of our business.

XIKAR Lifetime Warranty

Customers and consumers tell us there is something very special about buying a product that promises a Lifetime Guarantee! XIKAR products make people feel great about their purchase, and our lifetime guarantee continues to gain worldwide accolades for superior customer satisfaction.

Most customers are amazed to learn that XIKAR's lifetime guarantee provides for complete 100% product replacement for as long as they own the cutter, lighter or accessory. In today's economy a lifetime guarantee is a rarity and we are proud to live up to our promise!

XIKAR designs cigar accessories for superior function, quality, ergonomics and artful form. As a result, we guarantee everything we sell - for life.

XIKAR for Life is a core value of our culture that differentiates our company and brand, resulting in a unique consumer experience. When we say Lifetime Guarantee, we really mean it! The lifetime guarantee develops a trusting relationship between us, our retailers, and consumers. We firmly believe that we have built a solid reputation for quality and customer service that transcends to the retailer-consumer relationship, adding value there too. You are also the hero!

Retailer Support

XIKAR warrants the retailer with the same "no questions asked" return policy, and XIKAR authorized dealers are authorized to give "over the counter" warranty replacement for XIKAR products. This policy has proven to be very successful in driving consumer demand for XIKAR products, and in generating consumer loyalty to retailers through frequency of visits for unmatched customer service.

XIKAR will stand behind every XIKAR product no matter what the reason or condition of the return, that said, XIKAR reserves the right to repair or replace any product returned by the retailer or consumer. In order for our over-the-counter policy to work well for you the retailer, we therefore ask you to thoroughly inspect the return prior to accepting it, in order to be sure that it is truly broken.

Inspection Steps: Lighters

1. Clean ash, dirt or lint from burners with compressed/canned air
2. Bleed and refill lighter with XIKAR butane. Allow 10 min for fuel temp to acclimate.
3. Adjust fuel/flame height. Small adjustments can make a difference. With changes in temperature or altitude an adjustment may be necessary.

Adjust flexible ignition element (wire producing spark to burner) to ensure it sparks to burner and not to the side wall.

Inspection Steps: Cutters

1. Carefully clean blades with cleaning solution or alcohol
2. Mechanical malfunctions with lock or spring should be sent to XIKAR for repair or replacement