

### LOST COMBINATIONS / REPLACEMENT KEYS

*The following information is required to order replacement combinations and keys:*

#### 1. PROOF OF OWNERSHIP (1 of 2 Options Below)

##### SALES RECEIPT & IDENTIFICATION – INTERNATIONAL ORDERS ONLY!

- Copy of sales receipt showing Store, Date & Product Description.
- Copy of your picture I.D. (Drivers license, passport, regular I.D.).

##### PRODUCT OWNERSHIP VERIFICATION FORM

If sales receipt is not available, contact us by email or telephone to request a "Product Ownership Verification Form".

#### 2. ORDER INFORMATION

##### CONTACT INFORMATION

- Name & Shipping Address
- E-mail address (If Available)
- Telephone Number
- Best Time to Contact You

##### PRODUCT INFORMATION

- Safe Model #
- Safe Serial #
- Lock Key #
- Quantity of Keys Ordered

#### 3. PAYMENT INFORMATION

##### AMOUNT DUE

- Per Key:
  - US/Canada - \$12.00 (USD)
  - Australia - \$15.00 (AUD)
  - Germany - €11.00 (EU)
- Express Delivery:
  - Contact us for Additional Charges

##### METHOD OF PAYMENT

- Telephone:
  - Visa or MasterCard
- Mail:
  - Check or Money Order

*Subject to change without prior notification.*

### LOCATING SAFE IDENTIFICATION NUMBERS

#### SERIAL NUMBER

Located on lower right corner on front of safe.  
*Do Not Remove Safe I.D. Tags!*



#### KEY NUMBER

4 Digit Number etched on the metal collar located around the key hole.



### CONTACTING CONSUMER ASSISTANCE

**EMAIL:** [LHLPCustomerService@LHLPinc.com](mailto:LHLPCustomerService@LHLPinc.com)

**ADDRESS:** Consumer Assistance Dept.  
LH Licensed Products, Inc.  
860 East Sandhill Avenue  
Carson, CA 90746 USA

**TELEPHONE:** US/Canada 1-877-354-5457 (Toll Free)  
Australia 0011-800-5325-7000 (Toll Free)  
Germany 00-800-5325-7000 (Toll Free)

**CALL CENTER HOURS:** US/Canada 7am – 5pm (PST) Mon - Fri  
Australia 12am - 10am (AEST) Tue–Sat  
Germany 4pm - 2am (CET) Mon–Fri

**CALL BACK HOURS:** Australia 12am – 3pm (AEST) Tue–Sat  
Germany 4pm - 7am (CET) Mon–Fri

**INTERNATIONAL CALL BACK HOURS:**

If you need to speak with a consumer assistant and cannot contact us during the Call Center hours above, please send an email or leave a telephone message, including your Name, Telephone Number and the best time for us to contact you during the Call Back hours above. Your call will be returned next working day.