



Faber-Castell USA Guarantee

Faber-Castell writing instruments requiring service should be sent to Faber-Castell for proper assessment. All Faber-Castell writing instruments or parts, which are found to contain a defect, material failure or mechanical malfunction throughout the course of normal use, within 2 years of purchase, are guaranteed. Writing instruments requiring service ***within this guarantee*** will be repaired or replaced at no charge.

If a Faber-Castell writing instrument found within the guarantee cannot be repaired or replaced, a comparable writing instrument may be offered in its place.

*** Faber-Castell USA is not responsible for the following ***

- * Writing instruments that have been converted or tampered with after they have been manufactured by Faber-Castell;
- * Writing instruments that have been damaged due to defect in any refill not recommended or manufactured by Faber-Castell, including ink stains and seized mechanisms;
- * Writing instruments and parts that have been damaged due to misuse and/or obvious abuse, including nibs and parts damaged on impact;
- * Leads, erasers, ink refills, emblems and customized decorations, which are worn or exhausted in the course of normal use;
- * Writing instruments sent for repair that are lost or damaged prior to receipt.
- * This policy pertains to U.S. customers. If you are not located in the U.S., please contact your local Faber-Castell Representative for service information.
- * Please note that shipping, spare part and/or repair charges may be applied.

