

# PELIKAN AND PORSCHE DESIGN F.W.I. REPAIR SERVICE FORM

We are pleased to provide an after-sales repair service for Pelikan and Porsche Design Fine Writing Instruments (FWI) to our valued customers.

If you would like your FWI examined for repair, there is a service charge payable by check or credit card. The advance payment includes the return shipping fee via UPS (UNITED PARCEL SERVICE) GROUND for our customers in the USA, or via UPS STANDARD to Canada.

**\$ 35.00 service charge includes return shipping, USA only**

**\$ 50.00 service charge, includes return shipping to CANADA**

Please print off and complete the [SERVICE FORM](#) and return this with your FWI to:  
**CHARTPAK, REPAIR DEPT., ONE RIVER ROAD, LEEDS, MA 01053**

Should you wish to pay the service charge by check, please send a check made payable to CHARTPAK, INC., otherwise complete the credit card section on the [SERVICE FORM](#).

We recommend you send your FWI in a small box, by traceable method (tracking) and with insurance, either via UPS/FEDEX/DHL or in the MAIL, so that it is suitably insured if lost or damaged in transit, and so that you may track it to confirm delivery.

In the event that any chargeable work is necessary a member of the PEN REPAIR Team will contact you to seek authorization/approval prior to any work being carried out. Every endeavour is made to return your FWI, which we will try to repair (or replace parts) here, back to you within four to six weeks time. However, on some occasions it is necessary to return FWI to the manufacturer in Germany. In this event we ask that you allow 8-12 weeks, though we aim to return your FWI sooner.

**NIB EXCHANGE ON NEW PEN** – is available here within four weeks of your fountain pen purchase, and we do not charge for the nib exchange or return shipping, BUT you will need to provide a receipt. Please contact us first to get prior approval and to confirm the nib exchange is possible. If your receipt is outside of the four weeks, or if nib arrives damaged, you will be charged for the new nib.

Listed below are the time periods covered by each warranty (if your claim is for material or defect) that is applicable to your FWI. The warranty pertains to the original owner. **If you are requesting repair service or nib exchange to be covered under warranty, we require a copy of the receipt - without a receipt, we will treat your FWI service as a non-warranty service request.**

FWI Brand	Warranty Duration
Pelikan	3-years
Porsche Design	2-years

NOTE: Our service consists mainly with providing **replacement** SPARE PARTS - we replace barrels, nibs, caps, pocket clips and some other spare parts, with brand new ones – we do not repair nibs or repair parts. After your FWI is inspected here and prior to replacing any part/s or any work being performed, a member of the PEN REPAIR Team will contact you with a final quote, to request your authorization & approval. If you should decide not to accept the final quote or if we are unable to repair your FWI here, only the service charge will be invoiced. Please be advised that repairs are done at the owner's risk.

**Please read this checklist before sending in your FWI:**

- **Have you printed and completed the [SERVICE FORM](#).?**
- **Have you completed the credit/debit card details section on the [SERVICE FORM](#) if you are paying by this method?**
- **If paying by check, have you made the check payable to CHARTPAK, INC., signing and dating it correctly? IF YOU ARE IN CANADA - PAYMENT BY BANK CHECK OR MONEY ORDER PAYABLE ONLY IN US DOLLARS IS ACCEPTED BY CHARTPAK. Please do not send cash!**
- **For warranty repair requests - Please state the reason for your warranty repair request (on the SERVICE FORM) and have you included your receipt/proof of purchase?**
- **For nib exchanges on new pens - have you included your receipt if your new fountain pen is still within the first four weeks of purchase?**
- **Did you remember to include your FWI in the package?**

In addition to our SERVICE/REPAIR CENTER here at Chartpak, there are other repair options available to get your FWI back into working condition in a timely fashion.

If you would like to purchase a new barrel, new cap, new nib unit, or other spare parts DIRECTLY from your favorite PELIKAN or PD FWI retailer, please contact them for more information and for their prices (we are the distributor, so we do not ship out or sell spare parts directly to the public, we only work on FWI at Chartpak).

If your FWI is over 15 years old, vintage/antique, or an older SPECIAL EDITION model, please contacts us first to determine if spare replacement parts are still available or if we are able to assist with repair.

**TO CONTACT THE PEN REPAIR DEPARTMENT BY PHONE OR EMAIL:**

Email address [penrepair@chartpak.com](mailto:penrepair@chartpak.com)

Telephone: (413) 584-5446 extension 240, or (800) 628-1610, extension 240.

Hours: Monday - Friday, 9:00am to 4:30pm Eastern Standard Time

Fax: (413) 586-9339. Send to ATTN: PEN REPAIR DEPT.

Address: CHARTPAK, REPAIR DEPT., ONE RIVER ROAD, LEEDS, MA 01053