



Faber-Castell USA - Terms of Guarantee

Faber-Castell products are rightly expected to offer the best quality, performance and reliability. If for any reason you are not fully satisfied with the item, please do not hesitate to contact the dealer/seller from whom it was purchased.

For Faber-Castell products that are purchased from an **Authorized Dealer/Seller** - Faber-Castell USA provides a guarantee period of **24 months** from the date of purchase. Coverage is provided for manufacturer defect, material failure and mechanical malfunction.

For processing of your guarantee claim, an original product guarantee card completed by the Authorized Dealer/Seller or copy of the purchase receipt should be preserved. **One of these two items are required when submitting requests for service.**

Faber-Castell USA - Guarantee Exclusions

Unauthorized Product Sales:

- Faber-Castell products purchased from any dealer/seller not authorized by Faber-Castell USA.

Repairs and Nib Exchanges After Expiration of Guarantee Period:

- For writing instruments, repair/part charges will apply for products requiring service work past the guarantee period. Estimates are communicated by phone prior to repair for customer approval.

Defects & Damages Due to:

- Normal wear and tear
- Misuse, abuse and negligence
- Alterations and tampering
- Improper ink not produced or recommended by Faber-Castell USA
- Repairs and customization including engraving and imprinting not performed by Faber-Castell USA
- Loss, theft, flood, fire or other causes and accidents beyond the control of Faber-Castell USA

Returned Products:

- Items lost or damaged in transit prior to reaching Faber-Castell USA.

Accessories/Consumable Products:

- Erasers, leads, inks, paints and other products or materials exhausted during the course of normal use.

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