

YARD·O·LED

WRITING INSTRUMENTS, ENGLAND

REPAIR FORM

Any claim made for warranty repair or replacement must be accompanied by a completed warranty card (this will have been completed by the retailer at the time of purchase) or the retailer's sales receipt. The warranty is not transferable and so applies to the original first owner only.

Please allow 6-8 weeks for turnaround on your repair as we are a small company.

First Name

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Last Name

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Contact Email

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Contact Telephone

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Postal address [for return]

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Postcode

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Writing Instrument Type

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Yard O Led Model

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Date of Purchase

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Country of Purchase

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Customers diagnosis - what do you think needs attention?

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The cost for returning the item to the Yard O Led workshop (or courier cost if from overseas) is for the original purchaser's (owner's) account as is the cost of returning the writing instrument.

We will send your repaired Yard O Led back to you via tracked Royal Mail (UK/EU) and via DHL (for international shipments only). We do not insure return packages (but do have a tracking number).

Our warranty does not cover defects or damage as a result of misuse, neglect, accidental damage or reasonable wear and tear of normal use.

Please also note, we do not have a nib exchange policy for new pens. Please ensure you have made the correct nib choice when purchasing the product. If you are unsure which of our nibs will best fit your needs, please visit one of our stockists to try them prior to making a purchase.

If you require nib grinding or another kind of nib specialization Yard O Led recommend Sarowka, independent nib specialist: j.f.sorowka@gmail.com.

For other (non-warranty or repair) questions, please email us: sales@Yard-o-led.co.uk