



Distributed in the USA by COLES of LONDON 561-620-3022 [info@colesoflondon.com](mailto:info@colesoflondon.com)

Visconti pens are guaranteed for a period of 2 years from the date of purchase against any manufacturing defects. Manufacturer's defects do not include damage resulting from everyday use, products that have been dropped or damaged from improper use, alterations caused by direct exposure to sunrays, high temperatures, and unauthorized repairs or manipulations. Guarantees will only be valid if you present a receipt of purchase from a Visconti authorized dealer along with your repair (Amazon, E-bay, are not authorized dealers).

If the pen qualifies for service under the manufacturer's warranty and if proof of purchase is included, there will be no additional charge other than the shipping charges. If proof of purchase does not accompany the repair, there will be a standard \$35 fee plus shipping. If it is a more complicated repair, which will be determined by a Coles of London representative, they will contact you once the pen is received to advise you of these charges. You are required to enter your credit card information on the repair case online, but your card **will not** be charged until we receive the pen and assess the damages.

Nibs may only be exchanged within 30 days of purchase if the nib is not damaged, charging you only the standard fee of \$35 to cover shipping and handling.

NOTE: After completing your repair case online, be sure to include the repair number in and on the box and please ship your pen to:

**COLES OF LONDON  
8510 McALPINE PARK DRIVE  
SUITE 107  
CHARLOTTE, NC 28211**

**Do NOT send the original box/container when you send your pen in – we will only claim responsibility for your pen(s).**

We recommend that you purchase tracking when sending in your pen. We are not responsible for repairs lost in transit.

We aim to repair each pen as quickly as possible, please allow up to 12 weeks. If you find your repair to be unsatisfactory, Coles of London must be contacted within the window of limitations which is 30 days after receiving your repaired pen.

**We are only able to ship pens in the United States. Please go to Visconti's website [www.visconti.it](http://www.visconti.it) for the list of distributors in other countries.**