



Are Pentel products covered by a warranty?

Limited Lifetime Warranty (Valid in U.S.A. only)

Each Pentel product is warranted for life against failure due to defects in materials and workmanship. For warranty service, return product for free repair or replacement to: Pentel of America, Ltd., 4000 E. Airport Drive, Suite C, Ontario CA 91761, U.S.A., Attn: Quality Assurance Department.

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Our warranty does not cover failure due to misuse, abuse, accident, normal or excessive wear and tear and impact. Other items not covered by the warranty include expired ink and consumables (such as ink, ink refills, lead and erasers).

If you need warranty service, when returning your product(s), we recommend the use of a padded envelope or a similar packaging method. Damage or loss in transit is the end user's responsibility and may be cause to void the warranty claim. Postage and insurance are also the responsibility of the end user.