

Maki-e and Raden Limited Editions warranty | 11|2022

Your warranty

Each individual fountain pen of the limited edition is produced from the highest-quality materials and is assembled and painted by hand. The 18-karat gold nib is polished and inspected by hand. On your fountain pen is a handwritten signature of the Maki-e artist, using the Maki-e technique that acts as our guarantee of outstanding quality. A Maki-e edition is limited to 123 pieces and a Raden edition is limited to 400 pieces worldwide. This certificate is our warranty that our high-quality standards for Pelikan writing instruments have been met.

Pelikan Vertriebsgesellschaft mbH & Co. KG, Werftstrasse 9, 30163 Hannover, Germany ("Pelikan") therefore, provides an extended manufacturer's warranty in accordance with the terms below.

1. Pelikan guarantees that the writing instruments of the limited edition are free of material and manufacturing defects. This warranty has no geographical or time restrictions. The warranty only applies to the fountain pens themselves. The surfacefinishing in the form of Maki-e and Raden technique is not covered by the warranty, as it is an artistic hand-made work that is unique on each fountain pen.
2. Pelikan shall remedy any material or manufacturing defects free of charge, either by repair or replacement at its choice. Products that are replaced become the property of Pelikan.
3. The warranty excludes normal wear and tear and defects caused by improper use or external influences such as allowing the writing instrument to drop, chemicals, or extreme temperatures.
4. If you have a complaint, please contact the retailer from whom you purchased the writing instrument or first send an e-mail to international@pelikan.com, enclosing proof of purchase, an explanation of the defect, and, if applicable, photos. If necessary, your case will be forwarded to the Pelikan subsidiary responsible for your place of residence.

We will then review the complaint and notify you if it is necessary for you to return the product for further examination and/or repair.

Alternatively, if you live in Germany, you can submit an online complaint about your writing instrument at www.pelikan.com/schreibgeraetereparatur.

5. You shall bear the costs and risk of returning the writing instrument. We recommend that you insure the shipment.
6. This warranty does not affect your statutory rights in the event of a defect. These rights may be exercised free of charge and are not limited by this warranty.

Proper Care for your Pelikan Maki-e/Raden Fountain Pen

1. Do not expose to sunlight or prolonged heat, as this will damage the Maki-e/Raden painting crafted on your fountain pen.
2. The Maki-e/Raden material is very sensitive to dryness. When storing the fountain pen in a dry place for a long period of time, please place a glass of water nearby to keep in the moisture.
3. Caution: Care must be taken not to scratch the Maki-e/Raden when placing the cap over the barrel.
4. Clean your Maki-e/Raden fountain pen only with cold water. Do not use hot water, alcohol, or other cleaning products. When not in use, empty the ink reservoir of ink and clean it with cold water.

Filling your Fountain Pen

To guarantee the correct functioning of your fountain pen, please use only water-based inks such as Pelikan Ink 4001® or Edelstein Ink®.

1. To lower the piston, turn the knob to the left
2. Dip the complete nib in the ink, fill slowly and gradually by turning the knob clockwise.
3. When you cannot turn the knob any further, return three drops to the ink bottle.
4. Then tilt your fountain pen upright and turn the knob back to its stop-point again.