



Dear valued customer:

2016

To send your Koh-I-Noor Rapidograph tip/s and/or pen/s in for service, please include a note. Remember to include your mailing address, phone number/s and email address also.

Chartpak, Inc.
K.I.N. RAPIDOGRAPH SERVICE
One River Road
Leeds, MA 01053
USA

Please let us know in your note - the exact model numbers, exactly how many you need replaced and the sizes/colors/metric point sizes that you are sending for replacement.
We only replace same for same size (each with same size, we do not change sizes), sorry.
Please send the whole pen with nib tip, OR just the tip (remove the black pen body and ink cartridge).
Do not send any KIN cases or clear plastic pen boxes, as they will not be sent back to you.
We do not recommend sending anything in a paper envelope as the contents often get lost.

Sorry, but we do not service ROTRING Rapidograph pens OR Koh-I-Noor Rapidosketch pens.

We do not charge for the new pen/s or tip/s, just a fee for service of shipping & handling for EACH item.
We ship from the US to Canada, or ship within the USA (please note higher prices for shipping/handling to Canada) and the fees are:

- Within USA/ \$5.00 EACH for pens or tips - with stainless steel points/ to Canada \$7.00 EACH,
- Within USA/ \$8.00 EACH for pens or tips - with tungsten points/ to Canada \$10.00 EACH.
Please note: Tungsten points are only available now in 00/.30, 0/.35, & 3x0/.25, the other sizes have been discontinued, sorry.
- The Jewel points have all been discontinued and are no longer available from us but some online retailers do sell them.

Please make all payments in US dollars to us, if you are in Canada

Please note that the turn around time may be up to four weeks time or more, depending on availability of stock. We appreciate your patience.

If you are interested in purchasing any of our Chartpak products, we do not sell direct to the public. Please call our customer service department for locations of retailers near you: 1-800-628-1910 or (413) 584-5446 and follow prompts to customer service department.
Or, you may purchase any of our products from either one of these nationwide dealers listed below - Please call them if you wish to purchase any Chartpak products:
DU-ALL DRAFTING AND ART SUPPLIES at 1-877-583-9158 or 248-583-9158
DIXIE ART SUPPLY at 1-800-783-2612 or (504) 733-6509 and ask for Reggie.

Regards,

Tiffany

Tiffany Boutiette
Chartpak, Inc. WEBSITE: WWW.CHARTPAK.COM
Email Tiffany@chartpak.com
Tel. (413) 584-5446 extension 273 or 1-800-628-1910 extension 273
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