

I am writing to you for several reasons. First, I am sorry to say that I am extremely disappointed and dissatisfied with the numerous problems I have experienced with your Parker and Waterman pens, particularly the former.

Secondly, I feel that your company misrepresents itself with regard to the quality of the pens you sell. This applies both to the claims your company makes on its website and the assertions of the representatives I have dealt with from your Global Service Center (SAS?)., **about both the attention your company pays to quality and the fact your company stands behind its products.**

Third, you probably do not recall, but I e-mailed you once before (back in 2014), about the issues I had had with your pens, and with your customer service representatives. It was only after e-mailing you before that I got any satisfactory response from your company.

I am appealing, Mr. Polk, to your integrity and sense of responsibility **to help resolve the latest issue I am having with one of your high priced Parker Pens.**

Back around March 2015, I believe, a Ms. Christine Pinguaud (not sure if she is still with your company), the last person with your company I dealt with, sent me what, at the time, I thought was a very nice Sterling Silver Sonnet (CT- chrome trim) fountain pen for what she said was to "compensate" me for "the inconvenience" I had experienced, including with a Sterling Silver Sonnet ballpoint pen (the fountain pen was supposed to make it a matching set).

Up until very recently, this fountain pen worked very well. I even wrote a very positive review of the pen, on my blog, extolling the pen for its many positive attributes, although I would point out that the ivory (satin?) colored veneer (lacquer?) wore away extensively on the fountain pen and, to a lesser extent, on the ballpoint pen.

My primary complaint, however, is that, much to my chagrin, just the other day, as I was writing with the fountain pen, what appears to be a rubber o-ring, and a circular metal piece/fitting, which separate the nib from the rest of the pen, came loose, so that I can no longer use the pen. Embedded, below, in this e-mail, is a picture I took with my phone so that you can see what I am talking about.

Rest assured you can believe me when I tell you I have taken extremely good care of the fountain pen (as I do with ALL my good pens), **cleaning it regularly and even buying an expensive, and sturdy pen case (also pictured in the attached photo) to protect the pen.**

Although I am aware it is beyond your standard two year warrantee period, I am hoping you and your company will either fix the fountain pen, or provide a suitable replacement, **as it seems to me your company's claims of quality are misleading if your expensive pens fall apart in just over three years.**

I would reiterate that the reason your company sent me the fountain pen, to begin with, was to compensate me for all the inconvenience I had experienced with your other pens.

This latest experience only adds insult to injury. I was planning to do a customer service review, on my blog, of your company, and would very much like to have something positive to say.

I look forward to your positive response.