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## SERVICES

Joining the world of Caran d'Ache means choosing to provide guaranteed high-quality service – an undertaking that our company has met every day for more than 80 years. Following up each order, and welcoming and listening to each customer are both particularly important.

The expertise inherent in Caran d'Ache products is matched by a range of services that are committed to achieving the highest standards of perfection. Engraving and personalization, meticulous packaging, an international guarantee, a user instruction manual stamped at the time of purchase, and after-sales service all demonstrate the determination of Caran d'Ache to deliver customer satisfaction through a very selective international network of retailers.

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## PERSONAL ENGRAVING

Many Caran d'Ache writing instruments can be engraved on request to one of the brand's authorized retailers. The company's craftsmen are careful to create a space reserved for personalized engraving on the side opposite the clip. Here the customer can be very imaginative : a name, a date, or a message make the writing instrument a highly personal object, unique and unmistakable.

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## CORPORATE GIFTS

The name itself represents a prestigious, educational world and is now a synonym for excellence and creativity. More than simply a brand, the Swiss company has imposed its own style : a "Maison de Haute Ecriture".

With more than 200 writing instruments for both top-of-the-range luxury market and for the office, Caran d'Ache can propose many personalized gifts which are sure to capture attention. If you wish to thank your clients and keep their loyalty, or invigorate your sales team, have a look through our special catalogue and ask us for a quotation. Each collection of writing instruments, imbued with the same character and originality.

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## INTERNATIONAL GUARANTEE

Lovers of handwriting often develop a real attachment to their pens. For this reason, our after-sales technicians do their very best to repair them whenever possible, only replacing them as a last resort. Repairs under guarantee are free of charge and other repairs are only carried out after the client has accepted a cost estimate.

Caran d'Ache writing instruments are inspected and tested at each stage of production. When they leave the Geneva workshops they are in perfect condition and are guaranteed against any manufacturing defects. An international guarantee certificate accompanies each instrument.

How to fill in the guarantee certificate?

- ◆ Product: product reference
- ◆ Date of purchase: month / year
- ◆ Finishing: gold, silver, gold-plated, silver-plated, palladium-coated, platinum-coated etc...
- ◆ Dealer's stamp: from the retailer

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## PACKAGING

To meet the needs of our partners and their customers, Caran d'Ache provides easily identifiable packaging for each of our writing instruments with a consistent choice of colours, optimal sizes, designs and top-of-the-range materials. Silver, black, or onyx wrapping with the Caran d'Ache logo in hot silver makes a high-quality presentation for all the writing instruments, and its uniformity reinforces the brand image we have carefully created over several generations.

- ◆ In the same colours as the packaging (black, onyx, silver)
- ◆ Ribbon marked by logo at regular intervals, black font on silver silky material
- ◆ Elegant logo pattern on wrapping paper
- ◆ Luxury gift pochette, paper bag, available in two sizes