

June 8, 2016

Important notice - Be aware of counterfeits

Thank you for using Sailor products. Recently we have discovered 'non genuine' Official products sold in non-genuine packages mainly through online shops.

1. We provide specific types of ink bottles and cartridge inks as can be seen on our website (<http://www.sailor.co.jp/lineup/fountainpen-others>). We have no plan to introduce different bottles or packages. The use of non-genuine packages without our permission is illegal and there is every possibility that the inks inside are not made by Sailor. Sailor Pen is not responsible for the losses and any damage caused by the fake inks and the packages.

2. Our inks custom made for the specific retailers are available only from the retailers involved. These retailers and Sailor are not responsible for such inks when sold by any third parties online or at auction sites.

3. Please note that we cannot be responsible for any quality problem, loss and damages etc. due to all of our products (including regular items / limited edition items) which have different item names, codes or packages etc. from the ones of the items officially sold.

We recommend that you buy Sailor products only from our authorised retailers for your own safety. If you do buy from online shops then special attention should be paid. Please be advised that Sailor Pen is not responsible for any losses or damages caused by purchasing such counterfeit products.

Thank you for your attention.

The Sailor Pen Co., Ltd.