

December 24, 1937.

copy to Mr. J. Marks

Mr. M. L. Yolton, Regional Director,
W. A. Scheaffer Pen Company,
Fort Madison, Iowa.

Dear Mr. Yolton:

Thank you for your inquiry of December 22nd concerning our desk pen set. To be perfectly frank with you, Mr. Yolton, the pen with the red ink never functioned.

My secretary, who was with me over twelve years and is with us yet, can vouch for it that I kept protesting to her that it seemed queer that the red ink would never work six hours after she filled it. I would ask her each morning when I wanted to use it if she had refilled it. It seemed as if the red ink pen never got the job done from the beginning.

Then after a year or so the pen with black ink began to fail me. I recall taking it back to Mr. Marks, and whether he sent it in or not I am not sure, but he talked with your man about it, and whatever was done with it, it still would not work and I used it for years only as an ornament. Incidentally, it was too expensive for me to use as an ornament.

I would not object in the slightest to the pens if they would write. The points are all right and I like them fine as a desk set when they work, but really they have never given me any service. I have talked to a great number of owners of this similar desk set and each one had the same difficulty. I have yet to find a single man who owned this particular type of pen that said it gave him satisfactory service. I contacted at least a dozen. In fact, I talked to Mr. Marks himself about his, and he said that it never gave him service, so it seems right that I should not expect mine to work if his did not.

I thought it was just a miss-out that your firm had made on this type of pen, but I was not satisfied to pay this much money and get so little service. I am signing my letter with a Sheaffer Lifetime which I bought from Mr. Marks, one of your newest barrels. I like this Lifetime very much, and only wish your desk set would function like my vest edition.

Very sincerely yours,

FCA:AH

Director of Physical Education.