

October 8, 1931

The Moore Pen Company
Boston, Massachusetts

Gentlemen:

Some time ago I sent a pen in for repair and regret to say that it has been unsatisfactory. When the pen was sent in the cap, which screws on to protect the point, was cracked at the end but was protected from splitting up by a glass ferrule. Apparently the one who made the repair simply cut off the portion of the cap below the ferrule, which permits the cap to screw down too far and the pen point engages the rubber at the top of the cap. Anyhow the pen has leaked constantly since its return and it has been difficult to keep the tip in writing order, due to its interference with the rubber in the cap.

I think if the pen had an entirely new cap that it would probably be all right, as it is it is a nuisance. Please advise me what to do in the matter.

Yours very truly,

THE WORLD COMPANY

WCS/CB

President.