

Ari Zilnik  
995 Lansdowne Ave. Unit #5  
Toronto, ON M6H 3Z5  
Canada

July 18, 2019

Baron Fig  
Attn: Andi Talarico  
43-01 22nd St  
Suite 407  
Long Island City, NY 11101

Dear Andi,

Thank you for your willingness to help me with my less-than-smooth turning pen.

As a reminder, I love this Squire Stainless Steel. When it was new, the pen turned to reveal the point so nicely and smoothly. Now, it turns in a way which kind of feels like metal on metal. A lot of times, it even turns to unscrew the whole bottom part, while the point is still activated (I hope you know what I mean, I kind of made up these terms).

My girlfriend bought me this pen, her name is Amy Gnesin.

When you return the pen/its replacement, the best address to use is:

Ari Zilnik  
995 Lansdowne Ave. Unit #5  
Toronto, ON M6H 3Z5  
Canada

Please send me an email to let me know you received the pen if you don't mind. I can be reached at [ari@zilnik.com](mailto:ari@zilnik.com). Thanks so much for your help and kind service!

A handwritten signature in black ink, appearing to be 'Ari Zilnik', with a stylized, cursive script.

Ari Zilnik

Attached: Support email thread, and my pen.



Ari Zilnik <ari@zilnik.com>

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## Squire Stainless Steel not turning nicely!

9 messages

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**Ari Zilnik** <ari@zilnik.com>  
To: hello@baronfig.com

Thu, Jul 18, 2019 at 8:00 AM

Hi folks!

I'm the proud owner of a Squire Stainless Steel, which I got about 6 months ago. I absolutely LOVE this pen—no joke it has become the only pen I use.

Sadly, when I got it, the pen turned to reveal the point so nicely and smoothly. Now, it turns in a way which kind of feels like metal on metal. A lot of times, it even turns to unscrew the whole bottom part, while the point is still activated (I hope you know what I mean, I kind of made up these terms). Certainly not what I'm happy with from a pen that's almost \$100.

I don't want a return, but I'd love to get it fixed or get a replacement. My girlfriend bought it for me but we have the order and receipt and all that if needed.

Hope you can help me!

Ari

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**Andi Talarico (Baron Fig)** <hello@baronfig.com>  
Reply-To: Baron Fig <hello@baronfig.com>  
To: Ari Zilnik <ari@zilnik.com>

Thu, Jul 18, 2019 at 9:32 AM

##- Please type your reply above this line -##

Your request (9581) has been updated. To add additional comments, reply to this email.



**Andi Talarico (Baron Fig)**

Jul 18, 9:32 AM EDT

Hello, Ari—

Thanks for reaching out and I'm sorry to hear about your Squire woes. I'd like to ask a few questions so we know how best to help you!

1. Is the ink coming out smoothly or is it skipping?
2. Has the pen been dropped onto its writing tip? If the opening gets bent, it can prevent the ink cartridge from engaging properly. If you look at the tip of the pen, you'd see a small nick or dent.
3. Has the pen been put back together without an ink cartridge in it? That can also cause an issue.

Please let me know so I can take next steps for you,

Andi Talarico  
Customer Experience Lead

Baron Fig • New York City  
[baronfig.com](http://baronfig.com) • 212-390-0103



**Ari Zilnik**

Jul 18, 8:00 AM EDT

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This email is a service from Baron Fig. Delivered by Zendesk

[224OYD-MGLW]

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**Ari Zilnik** <ari@zilnik.com>  
To: Baron Fig <hello@baronfig.com>

Thu, Jul 18, 2019 at 9:36 AM

Hi Andi!

I've never dropped the pen. It's still writing smoothly and I've never pulled the cartridge out, let alone assembled the pen without the cartridge.

Ari  
[Quoted text hidden]

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**Andi Talarico (Baron Fig)** <hello@baronfig.com>  
Reply-To: Baron Fig <hello@baronfig.com>  
To: Ari Zilnik <ari@zilnik.com>

Thu, Jul 18, 2019 at 9:41 AM

##- Please type your reply above this line -##

Your request (9581) has been updated. To add additional comments, reply to this email.



**Andi Talarico (Baron Fig)**

Jul 18, 9:41 AM EDT

Hi, Ari-

Can you get me the order info – even just your girlfriend's name – so I can find the order and make you a return label? We'll take a look and see what's going on!

Thank you,

Andi Talarico  
Customer Experience Lead



**Ari Zilnik**

Jul 18, 9:36 AM EDT

Hi Andi!

I've never dropped the pen. It's still writing smoothly and I've never pulled the cartridge out, let alone assembled the pen without the cartridge.

Ari

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**Andi Talarico (Baron Fig)**

Jul 18, 9:32 AM EDT

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3. Has the pen been put back together without an ink cartridge in it? That can also cause an issue.

Please let me know so I can take next steps for you,

Andi Talarico  
Customer Experience Lead

Baron Fig • New York City  
[baronfig.com](http://baronfig.com) • 212-390-0103

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**Ari Zilnik**

Jul 18, 8:00 AM EDT

Hi folks!

[Quoted text hidden]

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[224OYD-MGLW]

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**Ari Zilnik** <ari@zilnik.com>  
To: Baron Fig <hello@baronfig.com>

Thu, Jul 18, 2019 at 9:44 AM

Thanks Andi! Her name is Amy Gnesin. Let me know if that's enough or if there's anything else I can provide.  
[Quoted text hidden]

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**Andi Talarico (Baron Fig)** <hello@baronfig.com>  
Reply-To: Baron Fig <hello@baronfig.com>  
To: Ari Zilnik <ari@zilnik.com>

Thu, Jul 18, 2019 at 9:56 AM

##- Please type your reply above this line -##

Your request (9581) has been updated. To add additional comments, reply to this email.



**Andi Talarico (Baron Fig)**  
Jul 18, 9:56 AM EDT

Oh, shoot, you're in Canada. I can't print international return labels.

How about this? If you pay the few dollars to mail it in for repair, which we will repair or replace as needed, I'll send it back to you with a free pack of refills which will more than compensate for your mailing fee? You can choose black, blue, red, or green!

If that works for you, you can mail it to me here:

Baron Fig  
Attn: Andi Talarico  
43-01 22nd St  
Suite 407  
Long Island City, NY 11101

Thank you so much,

Andi Talarico  
Customer Experience Lead

Baron Fig • New York City  
[baronfig.com](http://baronfig.com) • 212-390-0103

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**Ari Zilnik**



Jul 18, 9:45 AM EDT

Thanks Andi! Her name is Amy Gnesin. Let me know if that's enough or if there's anything else I can provide.



**Andi Talarico (Baron Fig)**

Jul 18, 9:41 AM EDT

Hi, Ari-

Can you get me the order info – even just your girlfriend's name – so I can find the order and make you a return label? We'll take a look and see what's going on!

Thank you,

Andi Talarico  
Customer Experience Lead

Baron Fig • New York City  
[baronfig.com](http://baronfig.com) • 212-390-0103

[Quoted text hidden]



[Quoted text hidden]

Hi folks!

[Quoted text hidden]

This email is a service from Baron Fig. Delivered by Zendesk

[224OYD-MGLW]

**Ari Zilnik** <ari@zilnik.com>  
To: Baron Fig <hello@baronfig.com>

Thu, Jul 18, 2019 at 10:01 AM

Hey Andi,

Definitely open to that, but I actually bought refills myself so I'm good for refills for now.

If you're open to it, how about a Mastermind Desk Pad instead? I hope that's reasonable.

Ari

[Quoted text hidden]

**Andi Talarico (Baron Fig)** <hello@baronfig.com>  
Reply-To: Baron Fig <hello@baronfig.com>  
To: Ari Zilnik <ari@zilnik.com>

Thu, Jul 18, 2019 at 10:04 AM

##- Please type your reply above this line -##

Your request (9581) has been updated. To add additional comments, reply to this email.



**Andi Talarico** (Baron Fig)

Jul 18, 10:04 AM EDT

Sure thing, Ari – regular or mini? I'll include it in your return shipment, no problem.

Andi Talarico  
Customer Experience Lead

Baron Fig • New York City  
[baronfig.com](http://baronfig.com) • 212-390-0103



**Ari Zilnik**

Jul 18, 10:01 AM EDT

Hey Andi,

Definitely open to that, but I actually bought refills myself so I'm good for refills for now.

If you're open to it, how about a Mastermind Desk Pad instead? I hope that's reasonable.

Ari

[Quoted text hidden]



[Quoted text hidden]

Hi folks!

[Quoted text hidden]

This email is a service from Baron Fig. Delivered by Zendesk

[224OYD-MGLW]

**Ari Zilnik** <ari@zilnik.com>  
To: Baron Fig <hello@baronfig.com>

Thu, Jul 18, 2019 at 10:08 AM

Regular please! I'll send it over this week. Thank you Andi!  
[Quoted text hidden]