

Dear Valued Customer:

This form is provided for the convenience of returning your Cross product for repair. We recommend all products be secured in a padded envelope, and the packages be sealed and sent by insured mail. In order that we may provide complete service, please print this form and fill in all information requested below. *Do not return your product in any valuable containers or gift boxes, as we will not be responsible for the return, loss, or damage to the container.*

Please enclose a cheque for \$10.00 (Canadian funds) made out to The Culmer Pen Company, for shipping & handling. To pay by credit card call (905) 542-0040.

For non-warranty repairs you will be notified of the charges and requested to submit payment prior to the repair.

If you have any questions regarding the repair of your Cross product, please call (905) 542-0040. For other information about Cross not related to repair, please visit Cross's website at <http://www.cross.com> or call (905) 542-0040.

Send completed form with item to be repaired to:

The Culmer Pen Company  
4181 Sladeview Circle, Unit 32  
Mississauga, Ontario, L5L 5R2  
Canada  
Phone: 905-542-0040

***Thank You***

Please Print Legibly

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Postal Code \_\_\_\_\_

Daytime Phone No. (\_\_\_\_\_) \_\_\_\_\_

Identify Emblem (if attached or applicable) \_\_\_\_\_

Sentimental Value: Yes \_\_\_\_\_ No \_\_\_\_\_

Email Address: \_\_\_\_\_ (Customer Contact use only)

Reason For Return: \_\_\_\_\_

\_\_\_\_\_

**INSURE AND SECURELY SEAL YOUR PACKAGE**

**We are not responsible for products lost or damaged in the mail.**