

CROSS | SHEAFFER CANADA REPAIR ORDER FORM

For repairs outside Canada, please contact Consumer Relations by phone at 1-800-561-1621, or by email at repairs@cross.com

Dear Valued Customer,

This form provides for the convenience of returning your Cross/Sheaffer products for repair. We recommend all products be secured in a padded envelope, and the packages sealed and sent by insured mail. In order that we may provide complete service, please fill in the information requested below and print it, and include it when shipping your pen. 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.

The return time is approximately 4-6 weeks, and there is a processing fee of \$15.00 applied to each unit. Please be sure to visit https://retail.culmerpen.com/collection/uncategorized/crosssheaffer-warranty-repairs/?attribute_pa_repairs=cross-repairs to pay for your repairs. When paying for the repair, be sure to include the same address as on the Repair Order form. Pens that are received at our office without being a corresponding payment will NOT be processed.

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

If you have any questions regarding the repair of your Cross | Sheaffer product, please call 905-542-0040.

Send this printed form along with the item to be repaired to:

CULMER PEN COMPANY INC.
4161 SLADEVIEW CR. UNIT 18 & 19
MISSISSAUGA, ON L5L 5R3

Thank you.

Culmer Pen Company Inc.

CROSS | SHEAFFER CANADA REPAIR ORDER FORM

Name:

Date:

Address:

City:

Province:

Postal Code:

Daytime Phone:

Identify emblem (if attached or applicable):

Email Address (for customer contact only):

Reason for return: