

# Return Form

**step 1** Thank you for your purchase! Crossing the Line™ will replace items for defective workmanship or items damaged in transit. Only if the item cannot be replaced will Crossing the Line™ issue a refund. Contact customer service at 1-866-249-6672 for directions on returning an item.

**step 2** If instructed to return your item, complete the following:

Information	Ship To (if different than at left)
date of marathon _____	
city of marathon _____	
order number if available _____	name _____
name _____	street address _____
street address _____	city _____
city _____	state/prov. _____ zip _____
state/prov. _____ zip _____	email _____
email _____	daytime phone (____) _____
daytime phone (____) _____	nighttime phone (____) _____
nighttime phone (____) _____	

**step 3** List the item you are returning, including reason code.

Reason Codes	Reason Code	Item Description	Item Number
11 - wrong name	_____	_____	_____
12 - wrong time	_____	_____	_____
21 - wrong item	_____	_____	_____
41 - defect on plaque			
42 - defect in frame			
31 - damaged in transit			
52 - other (please explain)			
_____			
	Comments - include correct information if name, time, or part received is wrong.		
	_____	_____	_____
	_____	_____	_____

**step 4** Enclose return form and merchandise in a securely wrapped package. Please use the original package if possible. Tape return label over original shipping address and return package as instructed by our Customer Service Representative. Crossing The Line shall be responsible for 100% of the cost of surface shipments and will ship your replacement within one week of receipt. **Crossing The Line will refuse delivery of any and all shipments that arrive our dock via courier or any other form of expedited service.**

 return label

**Crossing the Line™**  
 Attn: Quality Department  
 18531 South Miles Road  
 Cleveland, Ohio 44128

- To be filled out by Crossing the Line™ -

copy to:	_____ credit only
_____ accounting	_____ credit and remake
_____ quality	_____ shipping credit
_____ customer service	_____ no credit
	_____ item to be returned
	_____ no return