

DEAR CUSTOMER:

<b>REFILL REPLACEMENT DIRECTIONS / REMINDER</b>
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When changing a refill in your Cross ballpoint pen, please, follow the instructions below:

Most Cross ballpoint pens are supplied with **SCREW-IN mechanisms**. When you want to remove an old refill, you have to unscrew the refill from the barrel. Once you want to insert a new one, you have to screw a refill in.

*When replacing your refill:*

1. *Remove the pen cap.*
2. *Turn the colored refill tip (located inside the internal mechanism – chrome) counter clockwise and remove.*
3. *Before inserting your new refill, it is very important that you turn the internal mechanism (chrome) counter clockwise until you can no longer twist it.*
4. *Insert the new refill by twisting (turn clockwise).*
5. *Place the cap.*

*When inserting your new refill, please, **note step number three**. If the internal mechanism is not turned completely counter clockwise, the refill will not engage properly.*

A.T. CROSS wishes you many years of fine writing pleasure.  
Glad to be at your service.