



**DEPARTMENT OF VETERANS AFFAIRS
National Cemetery Administration
Memorial Programs Service
5109 Russell Road
Quantico, VA 22134-3903**

Dear Madam or Sir:

Thank you for contacting us concerning the return of a Government bronze marker.

FedEx is the contractor responsible for returning these markers to the manufacturer for recycling. You will find a FedEx shipping label enclosed. Please place the marker in a sturdy box, or wrap cardboard around it, and fasten it securely with shipping tape. Remove or black out any old addresses or shipping labels, including any bar codes, and place the new label on the box.

Drop Off (for residential OR business locations)

Take the packaged marker to any FedEx customer counter or drop-off location. For a listing of FedEx locations near you, call 1-800-Go-FedEx (1-800-463-3339), or go to www.fedex.com. Highlight "Ship and click on "Find Locations."

Pick Up (for business locations ONLY)

Please have your FedEx label ready, and call 1-800-399-5999 to schedule a commercial pickup from your business location.

To request a replacement marker or to check the status of a marker you have ordered, visit our website at www.cem.va.gov and click on "Contact the VA" at the bottom of the page. This will allow you to submit your request electronically and receive a response by e-mail, normally within 2 business days. You may also call us toll free at 1-800-697-6947.

Sincerely,

Memorial Programs Service

Enclosure