



Reel Warranty Repair/Replacement Form

Please complete this form and include it with your warranty claim. All claims must include the complete product, or all remaining damaged pieces, and a copy of your dated receipt or product registration confirmation.

Shipping: Package your product carefully in a cardboard tube or box to avoid damage in transit. We suggest sending your product using UPS or FedEx shipping. If you would rather send your product by U.S. mail, please remember to insure your package.

Repair Fees: Once your shipment arrives at our service center, a Hardy® technician will review your claim and damaged product. If your claim is determined to be the fault of manufacturing or if the product does not meet the quality standards of the Hardy® brand, your product will be repaired or replaced free of charge. If the damage claim is determined to not be the result of a manufacturing fault, the following fees will apply for the repair or replacement of your product:

Reels: The service fee for all Hardy® reels is \$35 per claim plus replacement parts. This fee covers the cost of labor, processing, and shipping & handling. The cost of replacement parts will be quoted per individual claim. Hardy® reserves the right to determine whether a reel can be repaired or replaced. In the event the reel cannot be repaired or replaced a current Hardy® reel may be offered as a replacement.

Other Products: A warranty claim that is determined by a Hardy® technician to be caused by a manufacturing fault in any non-rod/reel product will be repaired or replaced free of charge. For non-manufacturing faults, please contact our service center.

Payments: We accept major credit cards (Visa, Mastercard, American Express, Discover), check, or money order. All checks should be made out to 'Hardy'. A Hardy® service technician will contact you after reviewing your claim to advise you of any applicable charges before your claim is repaired or replaced."

Hardy® Customer Service Department Address:

3028 West Hunting Park Ave, Philadelphia, PA 19132

Tel: (888) 516-1247

Please fill in your information below:

Customer Name: _____

Shipping Address: _____

CITY

STATE

ZIP

Telephone: _____

Email: _____

Product Model: _____

Serial Number: _____

Reason for Repair: _____

Comments and Special Instructions: _____