



Warranty Repair/Replacement Form

Please complete this form for all Hardy and Greys products and include it with your warranty claim. All claims must include the complete product, or all remaining damaged pieces. ***For 1 piece rods, please cut the rod blank above the handle and model/serial numbers and ship the butt section as your return.**

Shipping: Package your product carefully in a cardboard tube or box to avoid damage in transit. We suggest sending your product using UPS, Purolator or FedEx shipping.

Repair Fees: Once your shipment arrives at our service center, a Fly 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 Fly brand, your product will be repaired or replaced free of charge. If the damage claim is determined NOT to be the result of a manufacturing fault, the following fees will apply for the repair or replacement of your product:

Rods: The service fee for all Hardy® rods not covered by our warranty, is \$100 per claim. This fee covers the cost of any repair or replacement parts or product, processing, and shipping & handling. Hardy® reserves the right to determine whether a rod can be repaired or replaced. In the event the rod cannot be repaired or replaced, a current Hardy® rod may be offered as a replacement. For rods produced before 2002, a repair quote will be determined per individual claim.

****Greys rods will follow the same claim process as Hardy, but with a \$50 service fee.**

Reels: If not covered by warranty, the service fee for all Hardy® reels is \$50 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.

*****Greys reels will follow the same claim process as Hardy, but with a \$50 service fee.**

ROD Service Department Address:

Pure Fishing Canada
1026 Cooke Blvd. Unit 1
Burlington, ON L7T 4A8
519-750-0100 ext 1010
darren.izumi@purefishing.com

REEL Service Department Address:

Mike's Reel Repair
#208-45910 Rowat Ave
Chilliwack, BC V2P0L2
888-404-1119

Customer Name:

Shipping Address:

CITY: PROVINCE: POSTAL CODE:

Telephone:

Email:

Product Model:

Serial Number:

Reason for Repair:

Comments or Special Instructions: