



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 pieces. For 1-piece rods, please cut the rod blank above where the model/serial numbers are located on the handle and ship the handle section only.

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.

Repair Fees: Once your shipment arrives at our service center, a Hardy® and Greys® 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 Hardy® and Greys® 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 \$75 per claim, and the service fee for all Greys® rods not covered by our warranty is \$35 per claim. This fee covers the cost of any repair or replacement parts or product, processing, and shipping & handling. Hardy® and Greys® 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® or Greys® rod of the same brand as the damaged rod may be offered as a replacement. For rods produced before 2002, a repair quote will be determined per individual claim.

Reels: If not covered by warranty, the service fee for all Hardy® reels is \$35 per claim plus replacement parts, and \$15 per claim for Greys® reels 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® and Greys® 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® or Greys® reel of the same brand as the damaged reel may be offered as a replacement.

Payments: We only accept major credit cards for payment. 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.

ROD Service Department Address:

Pure Fishing Rod Repair
901 South Dixie Fwy. New Smyrna Beach, FL 32168

REEL Service Department Address:

Pure Fishing Reel Repair
3028 West Hunting Park Ave. Philadelphia, PA 19132

Name:

Address:

CITY

STATE

ZIP

Telephone:

Email:

Product Model/Size:

Serial Number:

Reason for Repair:

Comments or Special Instructions:
