



VAN STAAL®

Product Return Form

Prior to returning your Van Staal product for factory service or warranty repair, please make certain to review and include the following information.

Name

Credit Card Only (For any applicable service fee)
(Call for more information)

Address *(Please note, we cannot return product to PO Boxes)*

☐ Visa ☐ MasterCard

Exp. Date

City/State/Zip

Card number

V-Code

(from signature line on back of card)

Daytime Phone *(See Contact Terms below)*

Name as it appears on card

(Please print)

E-mail

Authorized Signature

Model Number

Serial Number

I am returning this reel for the following: (check all that apply)

☐ Warranty Claim *(a dated sales receipt must be included for warranty service)*

☐ Service

Are there any specific questions or issues with your reel(s) you would like for us to address? ☐ Yes

☐ No

Please list: _____

Note: More information about Van Staal's warranty and service programs can be found on our website: www.vanstaal.com.

ANNUAL SERVICE CHARGE

Annual Service includes disassembly, cleaning, inspection, lubrication, and assembly.

For reels with serial numbers below 7000 that are covered under the Lifetime Service Warranty, the service fee is \$49.95 plus shipping and wear items. Wear items not covered under warranty include drag washers, line roller, and handle bushings, if needed.

For all other reels, the service fee is \$49.95 plus shipping and parts.

Van Staal will proceed with necessary servicing of parts and labor, unless expressly instructed otherwise. If any additional part or labor costs are projected to exceed \$149.95, you will be contacted for explanation and approval.

SHIPPING

PRODUCT WITH SERIAL NUMBERS BELOW 7000 ARE REQUIRED TO BE RETURNED TO OUR AUTHORIZED SERVICE AND WARRANTY CENTER IN WEST ISLIP, NY FOR SERVICE OR WARRANTY REPAIR:

SALTWATERS TACKLE, 939 MONTAUK HWY, WEST ISLIP, NY 11795, Phone: (631) 539-9422

PRODUCT WITH SERIAL NUMBERS ABOVE 7000 CAN BE SHIPPED TO OUR WARRANTY/SERVICE CENTERS LISTED BELOW FOR SERVICE OR WARRANTY REPAIR:

River's End Tackle
440 Boston Post Road
Old Saybrook, CT 06475
(860) 388-2283

Half Hitch Tackle
2206 Thomas Drive
Panama City Beach, FL 32408
(850) 234-2621

Fisherman's Headquarters
280 West 9th Street
Ship Bottom, NJ 08008
(609) 494-5739

Saltwaters Tackle
939 Montauk Hwy
West Islip, NY 11795
(631) 539-9422

Please make sure you pack your Van Staal product appropriately so as to ensure safe transport to our facility. We suggest the use of UPS or FedEx for tracking purposes.

DEALER INFORMATION

Dealer

Contact

Phone