



PRODUCT SERVICE FORM - ROSS REELS

To qualify for warranty service, the ORIGINAL OWNER must return the Ross reel, a service fee, and a completed copy of this form to the address listed below. Please use one form for each item to be serviced. **Please keep the line and/or backing on the spool, and send:**

1. Reel and Spool
2. This form, completed
3. Check or money order for \$30 USD, made out to "Ross Reels"

to:

Ross Reels c/o Kim Carls
Attn: Service Department
1101 Mayfly Drive
Montrose, CO 81401

- All International customers must pay via credit card - no checks are accepted!
Customer Service will call/email for CC information

DATE: _____

CUSTOMER NAME: _____

ROSS REEL MODEL: _____

SHIPPING ADDRESS: _____

REASON FOR RETURN: _____

CITY: _____ STATE: _____ ZIP: _____

DAYTIME PHONE: _____

EMAIL: _____

PREFERRED RETURN SHIPPING METHOD

Check here if you want your product shipped "signature required"
- an additional \$5 fee will be added to your repair order.

UPS

FEDEX

USPS

NO PREF

ADD ME TO YOUR MAILING LIST: ☐ YES ☐ NO

Please detach this portion of the form and keep it for your records.

Ross Reels® branded fly reels purchased through an Authorized Dealer are covered by a limited lifetime warranty for as long as the product is on the market.* This limited lifetime warranty only applies to the original owner and is not transferable. This limited lifetime warranty is limited to repair or replacement of the product only, and does not cover direct, indirect, consequential, incidental or any other type of damage resulting from the use of the product. This limited lifetime warranty does not cover normal wear and tear, fire, theft, loss, discontinued products or negligence that causes damage to the product. Any intentional damage or improper or illegal misuse of the product voids the limited lifetime warranty. Discontinued products may be replaced with different models where appropriate, as determined in the sole discretion of Ross. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, which may vary from state to state. To qualify for warranty service, the original owner must return the product to Ross with a Product Service Form, or the warranty return will be refused and sent back to the customer. All shipments to Ross must be freight paid. Ross reserves the right to determine whether to repair or replace any product covered by this warranty. Ross further reserves the right to change, modify, or discontinue the design of any product previously manufactured at any time with or without notice and without assuming any obligation to the consumer under the limited lifetime warranty. Discontinued products may be replaced with newer models when necessary. * Products not purchased through an Authorized Dealer are not covered under this warranty. Please return all warranty products with a completed Product Service form.

REMINDER!! When sending Ross products in for warranty claims, we highly recommend using a shipping carrier that can track and confirm delivery of shipments. Ross may reach out to you for credit card processing information once warranty claims are received. International customers will be responsible for shipping costs to Ross as well as any customs and duties. For return shipment to International customers (except Canada), the customer is responsible for exact freight charges. Thank you!

DATE: _____

ROSS REEL MODEL: _____

Thank you for sending us your Ross reel. Usually, reel service takes no longer than 15 business days, not including shipping time. Questions? Please contact Ross Reels service at customersupport@rossreels.com or call: 970-249-0606