



### Warranty Repair/Replacement Form Canada

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 Purolator or FedEx shipping. If you would rather send your product by Canada Post, please remember to insure your package. We will not be responsible for items lost in shipping.

**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:

**Rods:** The service fee for all Hardy® rods produced after 2002, is \$100 CDN 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.

**Reels:** Once your reel is received at our office we will forward to our facility in the U.S. where all our reels are serviced and repaired by our experts. The service fee for all Hardy® reels starts at \$45 CDN per claim plus cost of replacement parts. This fee covers the cost of labor, processing, and shipping & handling. The cost of replacement parts will be quoted per individual claim. DO NOT send any money to cover fees until we have accessed your reel and determined the exact cost of repair. 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), check, or money order. All checks should be made out to 'Pure Fishing Canada'. 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:**

131 Savannah Oaks Dr. Unit #1 Brantford, On N3V 1E8

Tel: (519)750-0100 ext. 1010

**Please fill in your information below:**

Customer Name: \_\_\_\_\_

Shipping Address: STREET \_\_\_\_\_

CITY \_\_\_\_\_ Province \_\_\_\_\_ Postal \_\_\_\_\_

Code \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Product Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Reason for Repair: \_\_\_\_\_

Comments and Special Instructions: \_\_\_\_\_

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