

## OClarkii Reels Warranty - Customer

### LIMITED LIFETIME WARRANTY

Our reels carry a limited lifetime warranty covering any defect in materials and workmanship. This warranty provides that defective products will be repaired or replaced at Company option at no charge for parts and labor. This warranty does not cover damage caused by accident, misuse, improper maintenance or modification.

### Repair/Service/Replace Instructions

To return a reel or spool for repair, service or replacement, please complete the repair form. Ship the reel in a protected box prepaid and insured to:

OCR Reel Repairs  
130 E Hart St  
Buffalo, Wyoming 82834  
USA

DO NOT SHIP REELS IN PADDED ENVELOPES, WEAK OR DAMAGED BOXES. Reels are more likely to be damaged during transport if shipped in envelopes or structurally compromised boxes.

Include with these items a printed version of the repair form completely filled out and attached to the repair. Use one form for each reel or spool to be repaired.

Please include a UPS or FedEx account number to cover return shipping. If not available, please include check, money order or credit card information (on repair form) in the amount of US\$45.00 (\$100 if outside of U.S. or Canada) to cover shipping, insurance and processing for any reel repair. We accept VISA and MasterCard.

If the reel was purchased less than 12 months prior to mailing it in for repair, return shipping and handling will be free of charge. Proof of purchase must be verified prior to returning it to Company.

Fly line should be removed before sending the repair. Company does not assume responsibility for damaged fly lines or backing. For non-warranty repairs, Company will contact Customer with a quote for the repair for approval prior to initiating repairs.

### Refund Policy

If within thirty (30) days after purchase, Customer is not satisfied with any product purchased directly from Company and desires a refund, Customer will notify Company. Customer shall return product at Customer's expense to Company at:

OClarkii LLC  
130 E Hart St  
Buffalo, Wyoming 82834  
USA

Customer shall be refunded purchase price of products once products are confirmed to be in new condition and in original packaging.

## OCR Reels Warranty and Repair Instructions/Form

When returning a reel, please return the reel in a box. Do not ship reels in envelopes, padded envelopes, or in weak or damaged boxes.

Include a printed copy of this form with all required fields filled in. Use one form for each item to be repaired.

Please include a UPS or FedEx account number to cover return shipping. If not available, please include check, money order or credit card information in the amount of US\$45.00 (\$100 if outside of U.S. or Canada) to cover shipping, insurance and processing for any reel repair. We accept VISA and MasterCard.

If the reel was purchased less than 12 months prior to mailing it in for repair, return shipping and handling will be free of charge. Proof of purchase must be verified prior to returning it to Company.

OCR Reels warranty repair contact information:

E-mail: [support@ocrflyreels.com](mailto:support@ocrflyreels.com)

Phone: 307-278-0175

Mailing Address:

OCR Reels  
Repairs  
130 E Hart St  
Buffalo, Wyoming 82834  
USA

### Repair Checklist

- Completely filled-in repair form
- Remove fly line, backing optional (we may be required to cut some backing off if needed)
- Include payment method for return shipment (if purchased over one year ago)
- Customer Name: \_\_\_\_\_
- Shipping Address: \_\_\_\_\_
- City, State, Zip: \_\_\_\_\_
- Country: \_\_\_\_\_
- Phone: \_\_\_\_\_
- e-mail: \_\_\_\_\_

- May we contact you? \_\_\_\_\_
- Serial No: \_\_\_\_\_
- Proof of Purchase: \_\_\_\_\_
- UPS or FedEx Account Number: \_\_\_\_\_
- Credit Card Number (if no UPS or FedEx Account Number): \_\_\_\_\_
- Exp: \_\_\_\_\_
- CVV code: \_\_\_\_\_
- Check for \$45 or \$100 if international (if no UPS/FedEx Account Number or no credit card number)
- Billing Address: \_\_\_\_\_
- Items included (e.g. Black Reel, Spare spool, 2 reel cases): \_\_\_\_\_
- Reason for repair (please be specific): \_\_\_\_\_

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Additional Comments: \_\_\_\_\_

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