

Repair / Service Request Form

Instructions:

Enclose this completed form, along with the entire rod & hard tube.
A hard tube is requested to prevent damage during transit.

Warranty does not cover lost sections, lost rods, ordinary wear and tear, neglect or intentional breakage. Materials and color may vary from those used on the original rod (for example, in the event that the model is no longer in production).

Thomas & Thomas
Attn: Service Department
627 Barton Road
Greenfield, MA 01301

Phone: (413) 475-3840
Email: repairs@thomasandthomas.com

Summary of Charges: Graphite and Fiberglass rods

Warranty Rods: \$75.00 per rod

Non-Warranty Repairs: \$175 /per section (Tips & Mids),
\$225 for a butt section.

Non-Warranty Repairs (2 piece rods): \$275 / per section

Warranty rod = The original registered owner of a rod, which has been registered within 30 days of purchase from a Thomas & Thomas authorized dealer.

Graphite & Fiberglass Blanks:

Warranty: \$75.00 per section

- No additional shipping charges within the continental US
- Alaska, Hawaii & all foreign orders will be charged the prevailing shipping rate
- Owner is responsible for the cost of sending the rod in for repair. Additional taxes and/or duties are the responsibility of the owner
- Any additional charges will be communicated prior to shipping
- ***All associated repair charges must be paid prior to repairs being returned by Thomas & Thomas***

Bamboo Rods:

Please contact the factory direct for quote

Rod Information: (Please check rod for accurate model & serial number)

Owner Name: _____

Rod Model: _____ Length: _____

Weight: _____ Serial # _____

Rod Purchased From: _____

Date of Purchase: _____

Please check all items enclosed:

☐ Entire Rod ☐ Rod Tube ☐ Rod Sock

☐ Other: _____

Shipping Address for Repair to be Returned:

Contact Information:

☐ Customer ☐ Dealer

Contact: _____

Phone: _____

Email: _____

Other: _____

Payment Information:

☐ Contact me when repair is finished for payment information. Name/Contact: _____

☐ US Check / Money Order ☐ Credit Card ☐ Paypal (payments can be made to: office@thomasandthomas.com)

Card #: _____

Expiration Date: _____ Security Code: _____

Name on Card (printed): _____

Billing Address (if different from shipping address): _____

Service Requested, Brief Description How Rod Was Broken/Damaged & Any Other Notes

(Please include all correspondences about this rod(s), if Thomas & Thomas has already been contacted)

Thank you for taking the time to complete this form. This will expedite the service process and allow Thomas & Thomas to serve you better.