

TEMPLE FORK OUTFITTERS, CANADA

Rod Service Form

Customer Name:		Date:	
Address:			
City:	Province:	Postal Code:	
<p>If paying with a Credit Card please provide a daytime phone number for us to reach you during the day.</p> <p>Daytime Phone: Area Code (___) ___ - ___ Ext:</p>			
Email Address:			
<p>Once we have received your rod service request or have fit the new section(s), we will contact you by phone or email to finalize your rod service and get your rod on the way back to you. Every attempt will be made to contact you, however, after 180 days; rods sent to TFO for repair will be disposed of if not paid for or claimed by the owner.</p> <p>PAYMENT: We accept Visa / MasterCard / American Express and E-Transfers at: pay@tforods.ca</p> <p>NOTE: Visa/Debit & MasterCard/Debit not accepted.</p>			
<p>Rod Description: (as written on rod)</p> <p><i>For any rod not listed in this form please call for parts availability and pricing prior to sending in your rod for service.</i></p>			
Model:			
Length:	Line Weight:	No. of Pieces:	
Reason for Repair: (Please Check all that apply.)			
Broken Section:	<u>1st</u> section—TIP	<u>2nd</u> section from TIP	<u>3rd</u> section from TIP
	<u>4th</u> section from tip—BUTT		
	Broken Guide	Damaged Cork	Damaged Reel Seat
Special Instructions:			



Temple Fork Outfitters, Canada
 6041—4th Street S.E., Calgary, Alberta T2H 2A5
 Tel. 403-243-3308
 Email: rodservice@tforods.ca
www.tforods.ca



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ROD SERVICE OPTION # 1

— PLEASE READ BEFORE SENDING IN YOUR ROD —

If you wish to purchase a replacement part without sending in you entire rod (option #2), follow these instructions:

- Fill-in your contact information & rod details on page 1 and email it along with your photos to: rodservice@fforods.ca
- Photos: 1- the entire rod, showing the broken section(s) 2- the rod details printed on the rod showing name, length and line weight.
- Once we receive your request we will contact you with the part availability and pricing.
- Replacement part orders are billed at the listed rod service fee price (per section) plus a \$35.00 Handling Fee & applicable taxes.
- If indicated in the Rod Service Fees, 'Plus \$21.00 Freight' for Canada Post oversize will also be charged.
- **NOTE:** No exchange, No refunds, No returns on rod service replacement parts.

PARTS MAY BE ORDERED FOR THE FOLLOWING RODS USING OPTION #1

If you have a rod that is not listed below see Option #2 and please call us for availability.

TFO ROD MODEL	TIP SECTION	2nd SECTION	3rd SECTION	BUTT SECTION	FREIGHT
AXIOM II-X	49.00	49.00	54.00	100.00	Freight Included
BIG FLY	49.00	49.00	54.00	100.00	Freight Included
BLUE RIBBON	49.00	49.00	54.00	100.00	Freight Included
BUG LAUNCHER 2 PIECE	59.00	—	—	89.00	Plus \$21.00 Freight
DR9 DOWNRIGGER ROD	90.00	—	—	130.00	Plus \$21.00 Freight
LK LEGACY	49.00	49.00	54.00	100.00	Freight Included
NXT 4 PIECE FLY ROD	49.00	49.00	54.00	100.00	Freight Included
PROFESSIONAL III FLY RODS	49.00	49.00	54.00	100.00	Freight Included
STEALTH	49.00	49.00	54.00	100.00	Freight Included
TRAVEL SPINNING RODS 3 PIECE	49.00	54.00	—	130.00	Freight Included
TFO DRIFT ROD	TIP, 2nd, & 12"	3rd & 27"	CORK & WEIGHTED FIGHTING BUTT	BUTT SECTION	FREIGHT
DRIFT SECTIONS / PARTS	49.00 / EACH	54.00 / EACH	CORK BUTT 30.00, WEIGHTED BUTT 30.00, PLASTIC CAP 15.00	100.00 FIGHTING BUTT IS NOT INCLUDED	Freight Included

HERE IS AN EXAMPLE OF THE PICTURES WE REQUIRE.



Picture to show the entire rod, with the broken piece, or pieces.



Details of the rod, showing the rod series/model, line weight, length and number of pieces.

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ROD SERVICE OPTION # 2

Please read this information prior to sending your rod in for warranty or service.

Warranty Eligibility & Broken Rod Service Eligibility: All current TFO Canada fly rods are eligible for warranty or broken rod service. To confirm eligibility on discontinued rod models, please contact our Customer Service Team at: 1-800-667-6895.

Submitting A Rod For Warranty: Send the entire rod to our address in Calgary, rather than through the dealer from whom you purchased it. You must send in your entire rod for us to evaluate the rod, be sure to include a copy of your PROOF OF PURCHASE.

Broken Fly Rod Service: Regardless of cause, if you break your rod we will replace the damaged section(s) for a service fee per section, plus tax. TFO Canada provides a replacement service to the original registered owner for the lifetime of the rod. If we no longer have the appropriate parts to service your fly rod, we offer alternative options. TFO Canada reserves the right, at their sole discretion, to accept service requests on unregistered or second owner fly rods.

Please read Rod Service Option #1 to see if your rod is listed in that section, otherwise give us a call us to see if we require you to send in your entire rod so that we can properly fit the new section(s). **Option #1 may also be available for rods listed below, so please call.**

If we have asked you to send in your rod, print page 1 and be sure to include all of your return shipping/daytime phone & email contact information so we can call you for payment. Fees are per rod section plus taxes & freight if applicable. Failure to include the proper return shipping information, phone number or email may result in delays and in additional fees.

It is not advised to send personal rod tubes, rod/reel carriers or any other personal items with your rod, we are not liable for the safe return of those items. We suggest using a carrier that provides tracking information in case of a problem. Please send your entire rod (insured) in the original rod tube you purchased with the rod or in an appropriate & secure (**crush resistant**) tube to avoid any damage during shipping. Once your rod arrives here, we will fit the new section(s) your rod and inspect the remainder for any additional damage or wear and then contact you.

PLEASE NOTE: TFO CANADA does not offer warranty or broken rod service for TFO rod blanks or custom built rods, this service is only for factory built rods distributed by Temple Fork Outfitters Canada and purchased in CANADA. TFO rods distributed by TFO USA cannot be serviced by TFO Canada, for example TFO NXT Black Label rods. If you purchased your rod outside of Canada, please refer to the Temple Fork Outfitters USA website for more information at: tforods.com. For warranty claims originating from outside Canada on a TFO rod purchased in Canada, please contact your country's regional TFO dealer/distributor or TFO USA as TFO Canada only handles warranties within Canada.

ROD SERVICE FEES

THE FEES LISTED BELOW ONLY APPLY WHEN THE ENTIRE ROD IS SHIPPED TO TFO, OTHERWISE ADDITIONAL FEES FOR PACKAGING & FREIGHT MAY APPLY.
FOR RODS NOT LISTED BELOW, CALL FOR PARTS AVAILABILITY AND PRICING PRIOR TO SENDING IN YOUR ROD.

Prices effective October 1st, 2023.

ATTENTION: Call us if your rod is listed below.

TFO ROD MODEL	TIP SECTION	2nd SECTION	3rd SECTION	BUTT SECTION	FREIGHT
1264S MOOCHING ROD	90.00	—	—	N/A	Plus \$21.00 Freight
AXIOM & AXIOM II	49.00	49.00	54.00	100.00	Freight Included
AXIOM II SWITCH	90.00	90.00	98.00	130.00	Freight Included
BLUEWATER, BLUEWATER SG	49.00	49.00	54.00	100.00	Freight Included
BVK	49.00	49.00	54.00	100.00	Freight Included
BVK SPEY & PRO II TWO-HAND	90.00	90.00	98.00	130.00	Plus \$21.00 Freight
DEER CREEK SWITCH	90.00	90.00	98.00	130.00	Freight Included
DEER CREEK SPEY 4 PIECE	90.00	90.00	98.00	130.00	Plus \$21.00 Freight
DEER CREEK SPEY 5 PIECE	80.00 (TIP)	80.00 (2nd & 3rd)	88.00 (4th)	120.00	Freight Included
ESOX	49.00	49.00	54.00	N/A	Freight Included
FINESSE, FINESSE TROUT & FINESSE GLASS	49.00	54.00	54.00	100.00	Freight Included
IMPACT	49.00	49.00	54.00	100.00	Freight Included
MAGNUM TRAVEL 4 PIECE SPIN & CAST ROD	90.00	90.00	90.00	130.00	Freight Included
MANGROVE	49.00	49.00	54.00	N/A	Freight Included
NXT 2 PIECE, SIGNATURE SERIES 2 PIECE & Ti 2 PIECE ROD	88.00	—	—	N/A	Plus \$21.00 Freight
OFFICE ROD (2 PIECE & 3 PIECE)	49.00	49.00	—	N/A	Freight Included
PROFESSIONAL & PROFESSIONAL II - 4 PIECE	49.00	49.00	54.00	100.00	Freight Included
SIGNATURE SERIES I-IV ROD—4 PIECE	49.00	49.00	54.00	100.00	Freight Included
Ti 4 PIECE, TiCr 4 PIECE & TiCr-X 4 PIECE	49.00	49.00	54.00	100.00	Freight Included
TFO 2 PIECE SPINNING & CASTING RODS	90.00	—	—	130.00	Plus \$21.00 Freight
TFO TENKARA RODS -we recommend sending in Tenkara rods	TIP / 2nd SECTION	3 / 4 / 5 / 6 / 7 / 8	BUTT SECTION	TIP / BUTT CAPS	FREIGHT
TFO TENKARA RODS 8'6", 10'6", 11'6"	55.00	35.00 / EACH	100.00	20.00 / EACH	Freight Included



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