



Fly Rod Warranty

Fenwick® Warranty Department Contact Information:

Address: 1900 18th Street, Spirit Lake, IA 51360

Telephone: (888) 516-1247

Email: warranty@fenwickfishing.com

Instructions: Please contact our warranty department by email or telephone to start a warranty claim.

The following information will be needed to begin the claim process:

1. Rod type and model
2. Brief description of how your rod was broken
3. Copy of your original receipt or proof of purchase
4. Your address, a daytime telephone number, and your email address

Repair Fees: Once your shipment arrives at our service center, a Fenwick® 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 Fenwick® 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 replacement fee for all Fenwick® rods produced after 2014, is \$15.00 plus \$9.95 return shipping. In the event the rod cannot be repaired or replaced, a current Fenwick® rod may be offered at 45% off the retail price as a replacement. For rods produced before 2014, a repair quote will be determined per individual claim.

PLEASE DO NOT SEND PAYMENT WITH YOUR ROD.

Shipping: You are responsible for shipping charges to Fenwick®. Package your product carefully in a cardboard tube or box to avoid damage in transit. We suggest sending your product using UPS or FedEx shipping. If you would rather send your product by U.S. mail, please remember to insure your package.

Payments: We accept major credit cards (Visa, Mastercard, American Express, Discover), check, or money order. All checks should be made out to 'Fenwick' and sent to the warranty department address above. A Fenwick® service technician will contact you after reviewing your claim to advise you of any applicable charges before your claim is repaired or replaced.

PLEASE DO NOT SEND PAYMENT WITH YOUR ITEM TO BE REPAIRED.