PRODUCT SERVICE FORM - CHARLTON® REELS

To qualify for warranty service, the original owner must return the Charlton® reel, a service fee, and a completed copy of this form to the address listed below. Please use one form for each reel/spool to be serviced. Additional reels/spools require a separate product service form. **Please feel free to keep the backing on the spool, and send:**

1. Reel and spool
2. This form, completed
3. Check or money order for $150 , made out to "Ross Reels"

to:

Ross Reels
Attn: Charlton Service Department
11 Ponderosa Court
Montrose, CO 81401

DATE: _____

CUSTOMER NAME: _____

CHARLTON® REEL MODEL: _____

SHIPPING ADDRESS: (No PO Box) _____

SERIAL # (* required) _____

CITY: _____ STATE: ___ ZIP: _____

REASON FOR RETURN:

DAYTIME PHONE: _____

EMAIL: _____

ADD ME TO YOUR MAILING LIST: ☐ YES ☐ NO

Please detach this portion of the form and keep it for your records.

* Please note that due to the technical design and complexity of Charlton® reels, the service fee does not include parts which may be needed for repair and/or replacement. Ross Reels will attempt to notify you on the cost of any parts prior to any repair or replacement.

To qualify for warranty service, the original owner must return the product to Ross with a Product Service Form, or the warranty return will be refused and sent back to the customer. All shipments to Ross must be freight paid. Ross reserves the right to determine whether to repair or replace any product covered by this warranty. Discontinued products may be replaced with newer models when necessary.

Charlton - Limited Warranty
Mayfly Outdoors/Ross Reels warrants this reel against defects in material and workmanship for one year to the original registered owner. Should failure occur due to defects in material and workmanship, Ross Reels will repair or replace the reel at its option. Products with expired warranties, those that have been damaged due to accident, lost pieces, intentional breakage, normal use, misuse, including not following the care and use instructions included with the reel, are not covered under this warranty. Make sure to fill out your warranty card and mail it in within 30 days of purchase to activate your warranty.

Charlton - Lifetime Warranty
Charlton Outdoor Technologies warrants this reel to be free of defect with regard to materials or workmanship for the lifetime of the registered owner. Charlton will repair or replace this reel in the event of such occurrence conditional to the following: At the time of purchase please return to Charlton your name, address, phone number and serial number of the reel. Also include the name of dealer where purchased. This must occur within 30 days of purchase for this warranty to be valid.

REMINDER!! When sending Charlton® products in for warranty claims, we require a shipping carrier that can track and confirm delivery of shipments. By submitting this form, customer acknowledges that Ross Reels is not responsible for any damaged, lost, or stolen shipments both to and from Ross Reels. Ross Reels requires return shipments to have tracking, delivery confirmation, and insurance to a minimum of $1,500. All shipping charges, both inbound and outbound, are the responsibility of the customer. Thank you!

DATE: CHARLTON® REEL MODEL: SERIAL #

Thank you for sending us your Charlton® reel. Service takes anywhere from *6-8* weeks, not including shipping time. Questions? Please contact Ross Reels at customersupport@rossreels.com or call: 970-249-0606