

Sweetwater Fly Rods

Artistic Designs in Custom Fly Rods for Ladies & Gentlemen



Custom Rod Repair & Warranty Policy Information

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Customer Satisfaction: My goal is to deliver an excellent quality product, constructed from premium quality components to ensure the customer is, and remains satisfied with the purchase. ***I take pride in creating your investment and I trust the customer will take pride in owning it!***

Customer Loyalty: It has been, and still is, the keystone to making any business a great success. To gain customer loyalty, you must first gain customers. You then need to make them feel secure in their purchase and be willing to become part of your repeat customer base. This is accomplished through excellent, fair Customer Service.

An Investment: Your new rod is quite an investment of hard-earned funds, and therefore it is expected that the customer will take responsibility for his or her actions while using, storing, cleaning and assembling the rod. This will minimize the inconvenience of being without a rod for an extended period of time. Good sense practices for use & storage of your investment in a custom rod will afford many years of continued use. Each rod that I build, whether it is an individual's custom rod or a rod that I designed & built as a One-of-a-Kind, is painstakingly constructed using only **PREMIUM QUALITY** components that I feel confident about when I build the rod. If I don't think their quality is at the level I want for what I am building, then I won't use them. When the rod leaves my shop, it's the best I can make it for the intended use for which it was designed.

Quality Control: Each customer that purchases one of my custom or "One-of-a-Kind" rods, can rest assured that defects in my craftsmanship for items that I created and installed on the blank to make the build, will be repaired or replaced at no charge to the **original owner during the natural life of the fly rod at the discretion of Sweetwater Fly Rods.**

Each and every rod, custom or any of the "One-of-a-Kind" from the website, is created by a specific design plan and is inspected at many steps along the way to maintain quality control. Then, detailed photographs are taken to document the final build. So, if at any time a customer feels they have issues with any aspect of the rod build that is not related to physical damage or from normal use wear & tear, call or write me as soon as possible and I will determine what needs be done and take action to correct it. ***Return Shipping charges to Sweetwater Fly Rods for these quality issues are to be covered by the rod owner. If the issue or issues in question are found to be due to my craftsmanship, the customer's cost for shipping & insurance will be reimbursed, the corrections made, and then the rod promptly returned to the customer at no charge.***

BASIC WARRANTY: Since I do not mass produce these rods, I do not have the luxury of offering a lifetime, "no fault, no questions asked" repair/replacement policy for **broken rods**. If by some unforeseen occurrence you find yourself in possession of a broken rod, for whatever reason, all feasible efforts will be utilized to expedite the repair work and to be understanding and fair towards the claim so I can help get you back to fishing as soon as possible. ***However, the cost of the replacement rod blank as well as other components of the broken rod that cannot be salvaged, will be the responsibility of the rod owner. The replacement rod blank & components will be at current retail costs plus shipping, if any, from the supplier.***

The blank can be equal to the one that was broken or any blank that will result in a rod with the same specifications as the broken one. If the original rod blank is no longer available then a similar blank will need to be substituted.

The components that are salvageable from the broken rod will be used where possible. Other components on the broken rod that are not salvageable such as grips and reel seats with wood inserts that are made by me, whether they are damaged or not, will have to be purchased again as they will be destroyed during removal.

The broken blank pieces will be sent back to the manufacturer for their assessment of the break. Once a response is received from the rod blank supplier/manufacturer as to whether they will or will not replace the blank, then I can get going on what the customer needs. *Even if the blank manufacturer does replace the blank, there still MAY be a minimal fee by them for the replacement of the blank.*

In addition to the above costs, a flat fee of \$50.00 will be required over and above the rod & component replacement costs to cover the rebuild, ordering components where needed, to demo the rod parts, organize, schedule and execute the rebuild for the replacement rod. An itemized quote for the rebuild which will include this fee, will be sent to the customer for approval after I receive the broken rod inspection report from the blank manufacturer. Repair work will not begin without the customer's approval in writing, text or e-mail along with payment by credit card, PayPal Invoice or personal check. Personal checks will need to clear the banks prior to work commencement which takes approximately 10 days after receipt by my bank. ***This "BASIC WARRANTY" is for the original rod breakage and repair/replacement claim by the original owner. Subsequent occurrences of broken or severely damaged rods beyond normal repair will require the customer to purchase a new rod.***

No monetary refunds will be considered at any stage of the warranty repair or replacement.

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Items not covered by this Warranty: Changes in the rod's appearance from normal wear & tear or any cosmetic issues caused by being left in the sun too long, or too many times, or having it bathed in saltwater and put up wet or any other environmental issues that could have been prevented from damaging the rod, will obviously not be covered by this stated warranty. A fly rod that is used continually ten to fifteen times each month for a year will obviously have a very short natural life as opposed to one used only on the listed holidays during the same year. Take cell phones as an example. If after four or five years or so of continual use you "finally drop the thing" and shatter the guts out of it, you probably will not receive a new phone and you may be told, "**you're gonna need to purchase a new phone**" the same scenario holds true here too....only for fly rods, not cell phones!

What to do when you receive your new fly rod by the shipping carrier, and it appears to be in really bad shape:

*When the driver has the package still in his/her possession, suspected damage needs to be confirmed in the presence of the driver. Make sure the reject form clearly shows the words: **DAMAGED-will not accept**.*

*When rejecting the order, **the SHIPPING Co.** should return the damaged rod to me where I will proceed with the final claim. You, the customer, send me an e-mail stating that the rod had been damaged in transit and had been rejected and returned to the **delivery driver (shipping co.)** to be sent back to me. I will already have the tracking number for reference of the original shipment when you purchased the rod. Upon receipt of the damaged rod shipment back from the customer, I will then proceed with on replacing the original broken rod with a new one and will inform the customer of the details.*

Shipping the rod components back to Sweetwater Fly Rods: The Customer is expected to re-package the rod to ensure it will arrive at Sweetwater Fly Rods without further damage. Shipping & Insurance to be covered by the Customer for the return to Sweetwater Fly Rods at the address listed at the bottom of this document. Please do the following for return shipments:

- a. Clean and dry the rod pieces as best you can without causing further damage to them or yourself. They must be returned in the original rod bag & case/tube if one was ordered. The shipping container (tube or cardboard box) should be kept as it will be easier for the customer since the shipping materials are already fitted for the rod & case. I will have a copy of all ordering & shipping papers from the initial purchase so no need to return those.
Once I receive the **damaged rod & components**, these items will become the property of Sweetwater Fly Rods.
- b. The return shipping information to my shop can be found at the bottom of the pages of this document.
- c. Shipping method can be the customer's option but use one that **will generate a TRACKING NUMBER - Then hang onto it - send me an e-mail OR TEXT with the tracking number so I can track its return trip on my shop.**
- d. **INSURE the rod shipment for 100% of the PURCHASED PRICE** - this is for your benefit!
- e. **Choose a delivery option that will require a signature at the time of delivery at my location.** This signature option is a must as it prevents the delivery person from just dropping it off wherever they want to, or even not at all, and then using the excuse that no signature was requested!
Without a tracking number and a signature requirement for return delivery to me, I CANNOT BE RESPONSIBLE FOR ANY LOST, STOLEN or MIS-DELIVERED ITEMS. If this happens, IT WILL BE THE ROD OWNER THAT WILL NEED TO FILE THE CLAIM FOR REIMBURSEMENT through an INSURANCE CLAIM against the shipping company.
- f. Delivery of the repaired or replacement rod back to the customer will be based upon current work load and blank availability at the time of the claim.

NOTE: *At this time, **EPIC Fly Rods (Swift Fly Fishing of New Zealand)** states that all of their EPIC fiberglass fly rods can have their sections replaced individually as needed for a fee. All I need to make these repairs is the complete rod from the customer with the broken section or sections so I can do what is required to build up the replacement sections for the replacement rod. I don't believe that EPIC guarantees an exact color match for rod sections that need to be replaced unless it is a fairly new lot of blanks. Different lots may have slightly different colors.*

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After the repairs are completed, Sweetwater Fly Rods will be responsible for the return Shipping & Insurance back to the customer by US Postal Service. A delivery signature will be a required option at the rod owner's residence, place of business or any other location designated by the rod owner. Waiver of a delivery signature for a repaired rod will be at the rod owners risk. Return shipments to the customer that are requested to be by **UPS** will incur additional costs based upon the many "extras" they add into the shipping costs which are not added in by the US Postal Service. Rods returned by **United Parcel Service** to Alaska or Hawaii will be quoted separately for these return shipping costs as they are extremely expensive for small businesses using their services.

Please send the rod parts and other materials stated above for warranty work to the residential address below:

**Charles Armontrout
Sweetwater Fly Rods
1907 Hot Springs Road
Covington, VA 24426-6104**

Good reading on how to take care of your new fly rod investment: Please read the two articles by Tom Kirkman that are available on the Sweetwater Fly Rods website listed below. The link is on the **Fly Rod Shop** page ---"**PREVENTING BROKEN RODS**" and "**ROD FAILURE**". They are both PDF format and can be downloaded as needed for future reference. Reading these articles will give the new owner, or even a well seasoned one, some good insight on what can happen to a rod blank to weaken it, why one breaks at the wrong time and a lot of info on how not to do the things that endanger the life of your new fly rod.....!

Thanks for your business.

*In addition to the above: **SWEETWATER FLY RODS/TIGHT LINE CUSTOM RODS MAKES NO WARRANTY RESPECTING THE ROD'S SUITABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR USE.** SWFR/TLCR's liability arising out of any sale of products to the customer is expressly limited as stated herein. This warranty is in lieu of any and all other warranties, whether oral, written, expressed, implied or statutory and is limited only to the value of the purchase price of the rod. The Customer's obligations and SWFR/TLCR's remedies with respect to defective or nonconforming products, are solely and exclusively as stated herein. Furthermore, no warranty in any case will apply if the rod has been subject to misuse, (i.e.: over-lining, such as using an 8wt line on a 3wt rod, "high-sticking" while landing fish, damage by doors or windows from anything that has them, dings and damage from bead head flies or just plain abuse & neglect) fire, theft, accidental loss, intentional breakage, or the rod has been modified or altered in any way by someone other than myself. This warranty is limited to the original owner, is not transferable and is subject to change without notice.*

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