



# PRODUCT SERVICE FORM - ROSS RODS

To qualify for warranty service, the original owner must return the Ross rod, a service fee, and a completed copy of this form to the address listed below. Please use one form for each item to be serviced.

1. All four sections of the broken rod
2. This form, completed
3. Check or money order for given model below, made out to "Ross Reels"

(AK, HI or Canadian residents; please include an additional payment of \$24.95 for shipping.)

to:

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

DATE: \_\_\_\_\_

CUSTOMER NAME: \_\_\_\_\_

ROSS ROD MODEL: \_\_\_\_\_

SHIPPING ADDRESS: (No PO Box) \_\_\_\_\_

REASON FOR RETURN: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

DAYTIME PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

ADD ME TO YOUR MAILING LIST:  YES  NO

Ross products purchased through an authorized dealer are covered by a lifetime warranty. This warranty only applies to the original owner and is not transferable. This warranty is limited to repair or replacement of the product only, and does not cover direct, indirect, consequential, incidental or any other type of damage resulting from the use of the product. This warranty does not cover misuse, negligence, normal wear, fire, theft, loss or intentional damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. 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.

**REMINDER!!** When sending Ross products in for warranty claims, we highly recommend using a shipping carrier that can track and confirm delivery of shipments. Ross may reach out to you for credit card processing information once warranty claims are received. For return shipment to International customers (except Canada), the customer is responsible for exact freight charges. Thank you!

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

DATE: \_\_\_\_\_

ROSS ROD MODEL: \_\_\_\_\_

Thank you for sending us your Ross reel. Usually, reel service takes no longer than 15 business days, not including shipping time.

Questions? Please contact Ross Reels service at [customersupport@rossreels.com](mailto:customersupport@rossreels.com) or call: 970-249-0606