

Sweetwater Fly Rods

Artistic Designs in Custom Fly Rods for Ladies & Gentlemen



Custom Rod Repair & Warranty 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 one at a time using only PREMIUM QUALITY, BRAND NAME components that I feel confident about when I build the rod. If I don't think their quality of manufacture 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 rod at the **discretion of Sweetwater Fly Rods**.

Each and every rod, custom or the "One-of-a-Kind's", is created by a specific recipe 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 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.

Items not covered: Changes in the rod's appearance from normal wear & tear or any cosmetic issues caused by being left in the sun too long, and 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....for fly rods, not cell phones!

Good reading on how to take care of your Investment: Please read the two articles by Tom Kirkman that are available on the Sweetwater Fly Rods website on the Fly Rod Shop page ---"**PREVENTING BROKEN RODS**" and "**ROD FAILURE**". They are both PDF format and can be down loaded 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.....!

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

For obvious damage issues that appear to be "shipping related" when the driver has the package in his/her possession, suspected damage needs to be confirmed in the presence of the driver. Both you and the driver need to inspect the package and if any damage is discovered, both should fill out paperwork required to show damage was caused in transit.

Depending on the carrier, you may or may not have to sign to confirm a DAMAGED delivery was attempted, but if you do, make sure you are not signing to ACCEPT the damaged delivery, but to confirm the package was damaged upon delivery ONLY. And make sure it clearly shows the word DAMAGED-will not accept. And you may need to state what damage was found - be specific, it's worth your time because it becomes evidence that you saw and noted damages!! When rejecting the order, the shipper should return the damaged rod to me where I will proceed with the final claim. You, the customer, please send me an e-mail stating that the rod had been damaged in transit and had been returned to the shipper back to me. I will have the tracking number for reference. I will then get started on replacing the broken rod with a new one promptly and will inform the customer of the details.

Charles M. Armontrout - 1907 Hot Springs Road - Covington, Va. 24426 cell 540.691.9260

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Since I do not mass produce these rods, I do not have the luxury of being able to offer a lifetime, "no fault, no questions asked" repair/replacement policy for **broken rods**. If by some strange occurrence you find yourself in possession of a broken rod, for whatever reason, I will do what I can to get you back out fishing again as soon as possible, but **the cost of replacement of the rod blank will be the responsibility of the rod owner! Any components of the broken rod that can be salvaged, will be. Components that cannot be salvaged, even if they are not worn or damaged, will need to be purchased again by the customer for the replacement rod. Final itemized cost for the rebuild/repair will be submitted to the customer prior to any work commencement.**

For warranty issues pertaining to broken rods while in possession by the original owner, call, text or e-mail Sweetwater Fly Rods to inform me about what issues you have and I will give you a RMA number to be placed on the return package. All feasible efforts will be utilized to expedite the repair/replacement and to be understanding and fair towards the claim so I can help get you back to fishing as soon as possible.

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 and is responsible for all shipping & insurance costs back to Sweetwater Fly Rods at the address listed at the bottom of this document. Please do the following for shipment:

- a. Clean and dry the rod pieces and do not damage them further by making them smaller to reduce shipping costs. They must be returned in the original rod bag & case if one was ordered. The shipping container 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 so no need to return those.
- b. Place the RMA (Returned Merchandise Authorized) number on the outside of the package.
- 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 it on my end. If you can, try not to use any of the 3rd-4th or 5th party packing/shipper/mail box businesses due to elevated shipping costs--they are the middle man...!!**
- d. **INSURE the rod shipment for 100% OF THE PURCHASED VALUE-this is for your benefit!-** Also choose a delivery option that requires a signature at time of delivery at my location. This signature option is a must as it prevents the delivery guy or gal from just dropping it off wherever they want to, or even not at all, and then using the excuse that no signature was requested!
NOTE: Without a tracking number and a signature requirement for me, I WILL NOT BE RESPONSIBLE FOR ANY LOST, STOLEN or MIS-DELIVERED ITEMS. IT WILL BE THE ROD OWNER THAT FILES A CLAIM FOR REIMBURSEMENT THROUGH AN INSURANCE CLAIM AGAINST THE LOST ROD SHIPMENT.

For prompt warranty processing through Sweetwater Fly Rods, please include your **name, address, phone number and an e-mail address inside the package**. Delivery of the replacement rod will be based upon current work load and blank availability at the time of the claim. Once I receive the **damaged rod & components**, these items will become the property of Sweetwater Fly Rods but as stated above, salvageable components will be used for the new rod if possible. No components, even unusable, will be discarded.

The broken rod 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.

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As previously stated, regardless of the reason for the rod breakage, the owner will be responsible for the purchase of a new blank. It 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, such as the case with St. Croix blanks since NONE of their blanks will ever again be available to the custom builder, then a similar blank will need to be substituted. **The replacement blank will be at the current blank cost plus shipping, if any, from the supplier. No inferior blanks or components will be used for replacement rods. The rebuilt rod will be at the same or better quality than the original.**

The components that are salvageable from the broken rod will be used where possible. Other components on the broken rod that may not be salvageable such as grips and reel seats that are made by me, whether they are damaged or not, will have to be purchased again as they will be destroyed when attempted to be removed. The cork grips are custom made individually as well as the wood insert of the reel seat if one was ordered. Replacement materials will be supplied at reduced costs.

A flat fee of \$50.00 will be required 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 will be sent to the customer for approval after inspection of the returned rod and assessment information from the blank manufacturer. **No Repair work will 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.**

After the repairs are completed, Sweetwater Fly Rods will be responsible for the return Shipping, Handling & Insurance back to the customer by US Postal Service as this is covered in the Flat Fee. Rods returned by United Parcel Service to Alaska or Hawaii will be quoted separately for these return shipping costs. 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.

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**

In addition to the above: TIGHT LINE CUSTOM RODS/SWEETWATER FLY RODS MAKES NO WARRANTY RESPECTING THE ROD'S SUITABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR USE. TLCR/SWFR'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 TLCR/SWFR'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 and is not transferable and is subject to change/update without notice.

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