

VAN STAAL® Product Return Form

Prior to returning your Van Staal product for factory service or warranty repair, please make certain to review and include the following information.

Name

Credit Card Only (For any applicable service fee)
(Call for more information)

Address *(Please note, we cannot return product to PO Boxes)*

Visa

MasterCard

Exp. Date

City/State/Zip

Card number

V-Code

(from signature line on back of card)

Daytime Phone *(See Contact Terms below)*

Name as it appears on card *(Please print)*

E-mail

Authorized Signature

Model Number

Serial Number

PRODUCT WITH SERIAL NUMBERS BELOW 7000 ARE REQUIRED TO BE RETURNED TO OUR FACTORY SERVICE CENTER IN TULSA, OKLAHOMA FOR SERVICE OR WARRANTY REPAIR.

I am returning this reel for the following: (check all that apply)

Warranty Claim *(a dated sales receipt must be included for warranty service)*

Are there any specific questions or issues with your reel(s) you would like for us to address? Yes

No

Please list: _____

Note: More information about Van Staal's warranty and service programs can be found on our website: www.vanstaal.com.

ANNUAL SERVICE CHARGE

Annual Service includes disassembly, cleaning, inspection, lubrication, and assembly.

For reels with serial numbers below 7000 that are covered under the Lifetime Service Warranty, the service fee is \$49.95 plus shipping and wear items. Wear items not covered under warranty include drag washers, line roller, and handle bushings, if needed.

For all other reels, the service fee is \$49.95 plus shipping and parts.

Van Staal will proceed with necessary servicing of parts and labor, unless expressly instructed otherwise. If any additional part or labor costs are projected to exceed \$149.95, you will be contacted for explanation and approval.

SHIPPING

Returned Van Staal product should be sent to:

Van Staal Service / Warranty Center, 6109 E. Apache, Tulsa, OK 74115, Phone: 800-718-7335

Please make sure you pack your Van Staal product appropriately so as to ensure safe transport to our facility. We suggest the use of UPS for tracking purposes.

DEALER INFORMATION

Dealer

Contact

Phone