



**\*To initiate your warranty claim, print out this form and fill out completely\***

**Important Notes**

- Products must be shipped prepaid to our distribution center at the address below. We will return the repaired or replaced product free-of-charge. We cannot accept C.O.D. deliveries.
- Warranty replacements will only be done with identical product. No exchanges.
- We recommend that you ship the product back to us via UPS or FedEx. Both companies can provide a tracking number and insurance to cover your return shipment. We are not responsible for packages lost in transit.
- We do not accept hand deliveries to the Returns Department.
- Please allow 2-3 weeks from the time we receive your return to process your repair or replacement.

**WE REQUIRE THAT ALL PACKAGES SENT TO US INCLUDE THE RETURN AUTHORIZATION # ON THE OUTSIDE OF THE CARTON**

**Warranty Policy**

**...should one of our soft goods fail during normal use due to defect in materials or workmanship, we will, at our discretion, repair or replace it free-of-charge. fishpond hard goods are covered by a limited one-year guarantee. Our guarantee does not apply to accidental damage, misuse, mishandling, or alteration.**

ITEM RETURNED: \_\_\_\_\_

RETURN AUTHORIZATION. #: \_\_\_\_\_

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

**(keep this page for your records)**

**\*\*\*SEND THIS PAGE WITH YOUR RETURNED PRODUCT\*\*\***

STEP 1 - Review important notes above and our warranty policy to make sure your issue falls under a DEFECT DUE TO MATERIALS AND/OR WORKMANSHIP.

STEP 2 - Fill out the following information including contact information:

Return Authorization #: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Street: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ City: \_\_\_\_\_

Email: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

STEP 3 - Provide information on the product(s) you are returning. (Find item #: and description from our website.

**www.fishpondusa.com**

Item #:	Description	Quantity
1)		
2)		

Reason for return:

FOR FISHPOND USE ONLY:

RETURN RECEIVED ON \_\_\_\_\_ BY \_\_\_\_\_

Special Notes:

**STEP 4: INCLUDE TOP PORTION OF THIS PAGE WITH YOUR RETURNED PRODUCT**  
**STEP 5: FILL OUT THE RETURN LABEL BELOW AND AFFIX TO THE OUTSIDE OF CARTON.**  
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**From:**

**RA#:**

**Fishpond Returns**  
**275 Kalamath St.**  
**Denver, CO 80223**