



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.

From:

RA#:

Fishpond Returns
275 Kalamath St.
Denver, CO 80223