

DAIWA CORPORATION
2009-20010
SERVICE & WARRANTY

ROD & REEL WARRANTY

DAIWA will repair or replace without charge any DAIWA rod or DAIWA reel which is defective in workmanship or materials, within one year from the date of purchase by the consumer. This warranty gives the consumer specific legal rights which may vary from state to state. The warranty extends only to the original (consumer) owner.

Sales slip must be retained as "Proof of Purchase Date" in the event warranty work becomes necessary.

Rod/Reel Warranty covers all, but the following:

- 1) Missing parts.
- 2) Malfunctions, or damage due to abuse, misuse or accident.
- 3) Normal wear.
- 4) Malfunctions caused by inadequate repair or alterations not performed by DAIWA or one of its authorized warranty centers.
- 5) Reel cleaning or re-lubrication required due to owner's failure to provide reasonable and necessary maintenance.

Consumer STEP-BY-STEP Guidelines:

- 1) When requesting warranty claim, consumer must deal directly with DAIWA, or one of its authorized warranty centers.
- 2) The complete item (not just the broken or defective part in question) must be sent to DAIWA.
- 3) For warranty claims, the purchase receipt must be included. Warranty claims which do not include a purchase receipt will be determined by one of DAIWA's Technical Managers on an individual basis after inspection.
- 4) Estimate of charges will be sent to the consumer listing the repair work needed for non-warranty repairs. A response form is included for consumer's convenience.
- 5) On non-warranty repairs, consumer must advise DAIWA of action to take regarding their equipment.

WARRANTY REPAIR PROCEDURES

**DO NOT RETURN DAIWA RODS AND/OR REELS WHICH REQUIRE WARRANTY REPAIR
SERVICE TO THE STORE WHERE PURCHASED.**

ROD & REEL REPAIR:

Rods or reels requiring warranty work are to be sent postage pre-paid to DAIWA'S factory Service Department located at:

DAIWA CORPORATION
TECHNICAL SERVICE DEPARTMENT
12851 Midway Place
Cerritos, CA. 90703
(562) 802-9589, FAX (562) 404-6212

Reels may also be sent to an authorized warranty center in the consumer's local area. Rods should only be sent to DAIWA'S Factory Service Department.

The instructions below should be followed when returning rods and/or reels for repair.

- A) Do not remove parts.
- B) Enclose "Proof of Purchase"
- C) Include statement of warrant claim with nature of the problem.
- D) List the model name and number of product.
- E) Clearly display consumer's first and last name, current return address, day and evening telephone number.
- F) Carefully package and adequately insure product being returned.
- G) Retain all shipping receipts.

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NON-WARRANTY REPAIR PROCEDURES

Reel repairs not covered by warranty are available for a reasonable charge from DAIWA's Service Department, or consumer may also contact DAIWA Headquarters for a listing of authorized service centers throughout the U.S. The preceding instructions should be followed. An estimate will be returned to the customer showing the charge for repairs. Payment must then be sent prior to repairs being made.

Rod replacement are available from DAIWA's factory Service Department for a reasonable charge. When ordering replacement sections, always state the rod model number and section desired (the tip section is considered the first section), and be certain to include complete return (UPS) address, telephone numbers and full name. An estimate will be returned to the customer showing the cost of replacement. The customer must then return payment to Daiwa before shipment of the replacement section.

OBSOLETE PARTS

a).-If parts are no longer available Daiwa will send a refurbished replacement substitute comparable in price and purpose.

b).-If substitute model is not available. Daiwa will return your product unprepared along with a letter explaining the reason why this is being returned.

COURTESY REPAIR SLIPS

Courtesy repair slips are given out by sales representatives for repair of reels that might be defective in nature. These slips are not to be used for replacing lost parts or spare spools. The complete item must be sent into DAIWA along with the courtesy slip. The slip is for one item only and will be voided if it does not have the sales representative's signature on it.