

# Shimano Express

## Rod Service Plan

Commitment to the angler has been the driving force behind our brands. The Shimano Express Rod Service Plan reflects that commitment. Occasionally, things do not go as planned and you experience an accidental rod breakage. In these cases, Shimano believes that you can still expect level of service you can expect from us all the time. The Express Rod Service Plan has you covered!

### The Benefits:

- **Angler friendly**-No questions asked replacement.
- **Angler discounted pricing**- Angler receives 50% off MSRP.
- **Angler convenient**-Express Rod Service includes a return rod tube and a NO COST return shipping label.
- **Angler priority shipping**-All orders processed include **FREE 2-day** priority shipping the next business day providing stock is available
- **Angler direct**-Ships direct to the consumer or the dealer
- **Angler Insurance**-Absolutely no hidden fees

How the Express Service Rod Plan works:

- Please contact the appropriate service number
  - Shimano Dealer Line at 800-353-3677
  - Shimano Customer Service Line at 877-577-0600
- Advise the Agent that you would like the Express Service Rod Plan
- The Agent will require the rod model and payment information
- If we no longer offer the model or it's not in stock, Shimano at its discretion, will replace it with the closest comparable rod from our current product line.

- Agent will then process the Express order at **50% off** MSRP and will include **FREE 2-Day** priority shipping. (Two-day shipping will not apply to Canadian orders)
- The Express order will ship the next business day and will include a rod tube and a **NO COST** return shipping label.
- When you receive your new rod, simply remove it from the shipping rod tube, place the broken rod into the same tube, ensure both ends are sealed and affix the enclosed, pre-paid shipping label on the outside of the tube.
- Simply drop the rod off at any authorize FEDEX location or call FEDEX customer service at 1-800-463-3339 to arrange pick up
- Just return the broken rod within 30-days of receiving the new rod. That's it!

Please note:

- The Express Rod Service Plan is limited to one replacement per model
- If you are a dealer and fail to return the complete broken rod within 30-days of the receiving your replacement, you authorize Shimano to charge your account the full Dealer pricing of the replacement rod
- If you are a consumer and fail to return the complete broken rod within 30-days of the receiving your replacement, you authorize Shimano to charge your credit card the full MSRP pricing of the replacement rod
- The Shimano Express Rod Service Plan only applies to the following Top Shelf rods. Convergence, Clarus, Compre, Crucial, Cumara, Expride, Poison Adrena, Zodias, Tallus, Terez, Trevala F, Trevala S, Trevala, Tescata, Teramar, Tiralejo, Talora, and discontinued rods where limited lifetime warranty would apply.
- Priority 2-day shipping is not available for orders shipping to Canada.

**\*Shimano reserves the right to VOID any claims\***

# SHIMANO 30-Day Rod Guarantee Form

In order to be eligible for the Shimano 30-Day Rod Guarantee, Shimano requires this form to be filled out completely and legibly. Also, include a copy of your dated sales receipts showing proof of purchase is within the 30-days. Both documents will need to be emailed to an agent or faxed to 949.470.4179.

Once confirmed by our staff, the Shimano Express Program will be utilized to process the replacement order. The Shimano Express Rod Replacement Service is the fastest and most convenient method to replace your rod and get you back on the water! Under the 30-Day Guarantee the Express order will be at **NO COST and will include 2-DAY Priority shipping** to you.

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Street Address (Return Shipping): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Email Address: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_ Cell Phone Number: \_\_\_\_\_

Dealer/Store where the rod was purchased: \_\_\_\_\_

Dealer/Store Address: \_\_\_\_\_

Rod Model # (Ex: CVC66MA located on the rod fore-grip) \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

**Please note:**

- Shimano will require that a initial Express charge of 50% off MSRP on any orders placed as of result of the 30-Day Guarantee. Once the broken rod has been returned within the required 30-day time frame, Shimano will make a full refund to your account or credit card.
- If you are a dealer and fail to return the complete broken rod within 30-days of receiving your replacement, you authorize Shimano to charge your account the full Dealer pricing of the replacement rod
- If you are a consumer and fail to return the complete broken rod within 30-days of receiving your replacement, you authorize Shimano to charge your credit card the full MSRP pricing of the replacement rod
- We do not sell to dealers without a brick and mortar shop. We will only honor Shimano products sold through authorized dealers. We will not warranty products that were purchased through on-line auction sites, i.e. e-bay, due to the fact that we cannot trace the origin of the product.
- The Shimano 30-Day Rod Guarantee only applies to the following Top Shelf rods. Convergence, Clarus, Compre, Crucial, Cumara, Expride, Poison Adrena, Tallus, Terez, Trevala F, Trevala S, Trevala, Tescata, Teramar, Tiralejo, Talora, and discontinued rods where limited lifetime warranty would apply
- Priority 2-day shipping and return shipping label service is not available in Canada