

1444 Creek Point Boulevard
Jacksonville, Florida 32218
Phone: (904)-738-0301
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Web: www.cajuncustomrods.com



"Custom designed, one at a time ..."

Cajun Custom Rods Warranty Information

"Fishing is much more than fish. It is the great occasion when we may return to the fine simplicity of our forefathers."

- Herbert Hoover

CCR Satisfaction Guarantee:

At Cajun Custom Rods, we believe that you should get the absolute highest quality, beauty, and performance in a custom fishing rod that a given dollar value can buy. It is our striving for perfection that allows us to say, "**SATISFACTION GUARANTEED**" on every custom fishing rod we build. For us, "**SATISFACTION GUARANTEED**" is exactly what it says. If you, the customer, are not satisfied... we have not done our job effectively. This philosophy serves as a foundation for the simplest and most complete warranty on the market today!

Warranty Service:

In simple terms, Cajun Custom Rod's warranty is: "If it's our fault, we fix it, no charge." If you have any problem with any Cajun Custom Rod product, we will make it right!

Cajun Custom Rods, Inc., custom fishing rods are covered by a "Limited Lifetime Warranty" against defects in workmanship and materials for the lifetime of the original owner. Weezer Rod Socks are covered against defects in workmanship and materials for a period of one year from the date of purchase. Cajun Custom Rod clothing and accessories are covered against defects in workmanship and materials for a period of 30 days from the date of purchase. Sales receipt, invoice, or proof of purchase required.

Ship the damaged rod, clothing, or accessory item in a disposable container, prepaid and insured, along with a check or money order for \$25 (for rods), \$10 (for clothing or accessories) to cover return shipping and handling for each claim in the U.S. Please note, this fee may change with current freight and handling conditions, and no warranty will be processed without the current rate.

If Cajun Custom Rods, Inc. is in receipt of a warranty fishing rod not accompanied by a check or money order you will receive notice of the balance due. If a check, money order, or credit card number is not received within 60 days, the warranty on that fishing rod will be null and void. A 3.2% charge shall apply to any warranty processed by credit card.

Any rod shipped out of the country for warranty or otherwise will need to be quoted by Cajun Custom Rods, Inc.

Please fill out the enclosed Warranty Return Form (Note: one form required for each item to receive warranty service) and ship to:

**CAJUN CUSTOM RODS, INC.
ATTN: WARRANTY SERVICES
1444 CREEK POINT BOULEVARD
JACKSONVILLE, FLORIDA 32218**

Damage caused by abuse, misuse, and normal wear are **not covered**. **Not covered** is accidental damage, or misuse, such as "high sticking," where the rod is lifted to vertical and forced to failure. Rods damaged in these manners will be repaired or replaced at a nominal cost.

This warranty does not apply to rods broken by airlines or freight carriers.

Using line heavier than a rod is rated for **voids this warranty**.

Should damage occur due to defect, Cajun Custom Rods will, at the company's discretion, either repair or replace the product at no charge. Damages occurring due to neglect, accident or normal wear and tear will, at the company's discretion, be repaired or replaced for a specific fee. A full estimate shall be provided for your approval before any repair work is initiated.

Should we decide to replace the damaged product, but no longer offer that model, we will replace it with what we determine to be the closest comparable model from current product lines.

Warranty rods that are to be repaired or replaced are normally shipped within 3 to 6 weeks after Cajun Custom Rods, Inc. receives the rod.

In no event shall Cajun Custom Rods, Inc. be held liable for incidental or consequential damages due to breach of this warranty or other warranties implied by law. Some states do not allow limitation on how long an implied warranty lasts nor do they allow for exclusion of incidental or consequential damages; therefore, the above stipulated limitation and/or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Non-Warranty Service:

Slammed your rod in the screen door, stepped on it in the bottom of the boat? At Cajun Custom rods, we'll still help you out. Send your rod to us at the above address with a note requesting "**NON-WARRANTY SERVICE.**" We'll contact you and negotiate a fair market value of the original purchase price to cover repair or replacement, and return shipping. If we can't repair your rod to "as-new" condition, we will replace your rod. Please be honest, as it really helps us stay a healthy company and here to serve you for many years.

Rod Care & Breakage:

If a rod is going to break due to a true defect in the blank, it will do so in the first 1-2 uses. After that, most rod breakage is caused by rough handling that damages the graphite fibers. Once the graphite fibers are damaged, the rod could break when even a minor load is applied. Flexing a rod in a very sharp angle, known as "High Sticking," is another leading cause of breakage not related to defects.

To avoid breakage please take reasonable care of your rod, and don't over stress it trying to free snagged baits.

***Due to Cajun Custom Rods, Inc. policy of continuous improvement we reserve the right to substitute a rod of equal value as close as possible to the original rod type.

Customer Service:

Your complete satisfaction with our products and service is our primary goal. If at any time you are dissatisfied with anything, contact us immediately via email at: info@cajuncustomrods.com or via the Cajun Custom Rods website at: www.cajuncustomrods.com.

Warranty Service Outside the United States:

Outside of the United States, all warranty service must be obtained by contacting Cajun Custom Rods directly via email at: info@cajuncustomrods.com. It is our goal to most accurately, efficiently, and effectively assist all of your warranty needs, and due to shipping regulations, fees, and the type of warranty service required, it is in our experience that this is the fastest means to resolve any overseas warranty issues so that you, the customer, are 100% satisfied.

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Cajun Custom Rods Warranty Return Form

If you are returning a rod, we must receive the entire rod back. Ship the damaged rod in a disposable container, prepaid and insured, along with a check or money order for \$25 (\$10 for clothing or accessories), for the shipping and handling for each claim in the United States. Please include this form completely filled out and attached to your damaged rod or item. Use one form for each item to be repaired or replaced.

Send this form directly to:

**CAJUN CUSTOM RODS, INC.
ATTN: WARRANTY SERVICES
1444 CREEK POINT BOULEVARD
JACKSONVILLE, FLORIDA 32218**

Customer Name: _____

Street Address: _____

City, State, Zip: _____

Telephone: _____

E-mail: _____

Product / Brief Description: _____

Year Purchased: _____

Repair reason: _____

Shipping & Handling Fee Check # (\$25 for rods, \$10 for accessories): _____

How rod failed: Accident Freeing snag Casting
 Hook Set Stringing Line Other

If your rod is to be replaced, it will be replaced with the same model or if discontinued it will be replaced with the most comparable model at our discretion. Upgrades or exchanges require negotiation of a new contract with Cajun Custom Rods, Inc.