



Fulling Mill Rod Warranty

To get the best out of your rod, please carefully read the rod care instructions overleaf. The Fulling Mill Rod Warranty is designed to get you back fishing as quickly as possible with minimal fuss and inconvenience if the worst should happen.

All Fulling Mill rods are covered by a limited warranty covering manufacturing defects for the lifetime of the original owner. Proof of purchase is required, and details of the warranty and how to claim are explained below. For accidental damage or loss, we strongly urge you to check your household policy, travel insurance, etc, and ensure that your fishing tackle is adequately covered.

First things first...

Before any warranty work or replacement can take place, we need to see it. This means sending your damaged rod, prepaid and insured, to us for examination. To do this:

Pack securely in a disposable tube
Include your full name and address
Add any comments that might help us to identify a potential problem
Provide date and place of purchase
Include a payment of £20
(£30 for rods over 12ft) to cover our handling charges and return postage and packaging (cheques payable to Fulling Mill Ltd).

Send to (obtain a certificate of posting and insurance):

Fulling Mill Limited
Rod Warranty Dept
Unit 5 Redhill Distribution Centre
Salbrook Road
Redhill Surrey RH1 5DY
UK

What happens next?

If the rod has been damaged due to a defect in manufacturing, Fulling Mill will, at their own discretion,

either replace or repair the sections required at no extra charge. In this case you should receive your repaired (or replaced) rod back within a week.

Accidental damage, or damage due to neglect or normal wear and tear will, at the company's discretion, be repaired or replaced. The company reserve the right to make a charge for this service, and in that case a full estimate will be provided prior to commencement of any repair or replacement work. Your rod should usually be returned to you within a week of authorisation of repairs.

In some cases, damaged rods have been superseded by newer models and replacement parts are no longer available. Fulling Mill reserve the right to offer the nearest alternative from the current range as replacements for damaged rods.

Fulling Mill cannot be held responsible for incidental or consequential loss, and we advise all customers to ensure that their fishing tackle is fully insured (check your household or travel policies – fishing tackle may already be included).

This warranty is in addition to your usual statutory rights.

Repaired or replaced rods will usually be sent back to you within a week, often within 24 hours. We use 1st class Recorded Post within the UK, and International Air Parcel or best available secure service elsewhere.

This warranty replaces all previous warranties offered by Fulling Mill Ltd, and the company reserve the right to amend or replace the warranty if required.