



February 2019

Dealer SOP: Rod Repair Handling Fee:

- All Orvis graphite rods eligible for the 25 year warranty – i.e. 25 years old or less - will be subject to the \$60 handling fee.
- The handling fee on Helios 2 One-Piece rods is \$60, in addition to the 25% of the original cost of the rod, as stated in the One-piece warranty policy. Helios 2 One-piece rods must still be registered to be eligible for repair, with the warranty period still running for 3 years from the original purchase date of the rod.

Dealer Rod Repair Number and Return Procedure:

Dealer standard operating procedure to handle a rod repair is as follows:

- 1) Contact the Orvis Dealer Services team; call 1 (800) 451-4344, Monday – Friday, 9:00am – 6:00pm EST.
- 2) Review/explain the repair with the operator. It will be entered into our system and you will receive a repair number for tractability.
- 3) You will be asked for a payment method, and here you have a choice; a) have your customer provide their credit card for the \$60 payment directly to the operator, or b) you can choose to have the \$60 rod repair handling fee charged to your Orvis account. If you choose ‘b’ please bill your customer through your register/payment system for the full \$60 amount of the repair handling fee. Orvis will then charge your AR account for the full \$60 amount of the repair handling fee. Under this new procedure, your shipping costs are eliminated, and there is no longer a need to retain 50% of the repair handling fees to cover your shipping costs. Outside normal business hours please use option ‘B’.
- 4) Package up the damaged/broken rod to be shipped. Write the rod repair number on the outside of the package.
- 5) Call Federal Express at 1-800-GoFedEx (1-800-463-3339) to arrange for a **Call Tag**. This Call Tag will generate a Fed Ex pickup of the broken rod. **Please ask specifically for a “Call Tag”**, and provide the following special Fed Ex account number and return address. This will save you (the dealer) from being charged for the shipment cost and pick-up fee.

Fed Ex Account: 147176465

Ship rod repair to:

ORVIS-DEALER ROD REPAIR RETURNS
4182 MAIN ST
MANCHESTER, VT 05254

If you have any questions regarding this, please don't hesitate to contact us. We look forward to continuing our partnership and serving your business as we move into a new season.

