

# TIBOR Service & Repair Form

Please fill out this form completely before sending your reel(s) in for repair. **Once completed, see bottom of this form for shipping instructions. PLEASE NOTE:** The Tibor Reel Limited Lifetime Warranty is valid for the **ORIGINAL** owner only and is not transferable. **Missing parts are not covered under warranty.** For repairs not covered by the warranty, a quotation will be forwarded for approval before we proceed. For more information on our warranty, please visit our website: [www.tiborreel.com/warranty-registration/](http://www.tiborreel.com/warranty-registration/)

## Your Information:

Date repair was sent: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_

State: \_\_\_\_\_ Postal Code \_\_\_\_\_ Country: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

## Return Address Information (if different from above):

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_

State: \_\_\_\_\_ Postal Code \_\_\_\_\_ Country: \_\_\_\_\_

## Purchase Information:

Store or Website where reel(s) were purchased: \_\_\_\_\_

## Before we can proceed, a Service Fee must be included when sending in any Tibor product for repair.

This fee includes: • Dis-assembly • Inspection • Cleaning and Re-lubrication • Re-assembly and Testing  
• Return shipping and insurance. A signature is required.

We suggest removing all line and backing from each reel before sending in. Tibor Reel Corp. is not responsible for lost or damaged line and backing.

- For USA shipments: \$35.00 for the first reel/product and an additional \$25.00 per reel/product.
- For International shipments: \$75.00 for the first reel/product and an additional \$25.00 per reel/product.

Most reel repairs will be returned within 7-10 working days via USPS. If you need your reel quickly - within 2 - 6 days, an additional \$35.00 expedited fee will be added. This will be for ground shipping only. For overnight or 2 day shipping, the basic fees will apply via UPS or FedEx. Please specify this information.

**We accept MC & Visa. If you do not feel comfortable with including your cc info in this form, please contact us at 561-272-0770.**

MC  Visa  Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Exact name on card: \_\_\_\_\_ Card's Billing address: \_\_\_\_\_

Do you need your reel expedited?  Choose: Ground  Overnight\*  2-day\*  \*You will receive a quote.

Fill in as much information as you can for each item you are sending in. Additional reels can be put on the back of this form.

Reel/Product Model & Size	Serial Number	Color	Reason for Return

## Additional Information

**SHIP TO:** Tibor Reel Corporation • Attention: Repairs • 255 North Congress Avenue, Delray Beach, FL • USA • 33445

**PLEASE NOTE:** Once we receive your items in for repair, you will hear from us within **48 hours by e-mail** with your repair confirmation. If you do not hear from us, it is **YOUR** responsibility to check on your items and make sure they arrived to our factory in a timely manner. We suggest insuring all items and requiring a signature to ensure proof of delivery. **Any questions?**

**Contact us at: 561-272-0770 or [custserv@tiborreel.com](mailto:custserv@tiborreel.com).**