

RAVEN and MATRIX Rod Return Instructions from the USA

1) Please send the rod insured for full value and ensure a tracking number is provided by the USPS. Send your rod via United States Postal Service (do not use a courier service) to the following address:

Anglers International Inc.
7-841 Sydney Street
Suite 321
Cornwall, ON
K6H 7L2
Canada

2) Make sure the parcel is well packaged (with packing paper or bubble wrap) in a sturdy tube or box so the Post Office can't break it. The ends should be solid, not just tape.

3) Please include all rod sections, so we may ensure the replacement section has a perfect fit.

4) On the box, clearly mark:

"FISHING ROD FOR REPAIR - NO VALUE FOR DUTY & TX 9992/66".

5) USPS Customs Declaration Dispatch Note - CP72 (provided by the post office): In section (1), write 9507109010 fishing rod / 9992 / GST code 66 / FOR REPAIR. In section (11), check "Returned goods".

6) There is a \$35US charge to replace a section. If we cannot find a suitable replacement piece, the entire rod is replaced at a charge of \$60US. Return shipping to the States is \$29.95US. We accept payment by VISA, MasterCard, personal check or INTERNATIONAL money order.

7) Kindly include your daytime telephone number and complete return address with the rod so we can confirm receipt of the rod and the total amount for repair.

Please note, if your rod is not sent this way, there may be extra charges for duty and brokerage which add up quickly. Shipping times by Canada Post Express Post Service vary from 6-10 business days depending on the Post Office and Canada Customs.