



Phenix Rods America No-Hassle Replacement Program

(Please print this form and include page 1 in your shipment)

Name: _____

Phone #: _____

Email Address: _____

Shipping Address: _____

Rod Replacement Options:

America No-Hassle Direct Replacement

- Logo section must be mailed in to Phenix Rods
- Receive the same rod model in return
- Replacement tier fee, return shipping fee and taxes (if applicable) apply

America No-Hassle Replacement with Upgrade

- Logo section must be mailed in to Phenix Rods
- Receive an upgraded model in the same series or higher series in return
- Upgrade fee, return shipping fee and taxes (if applicable) apply
- See page 4 to learn how upgrade fees are calculated

****List ALL broken rod model #'s sent in for replacement below and check the service requested for each.****

For America No-Hassle Replacement with Upgrade, please list the rod make and model you are sending in, and the rod make and model you wish to upgrade to. For upgrade pricing please refer to page 4 of this form.

List Broken Rod Model #'s (exactly as printed on logo section)	Casting/Spinning	Replacement Service Requested (Check One)		Rod Model # Requested in return (if direct replacement, leave blank)	Casting/Spinning
		Direct Replacement	Replacement with Upgrade		
	<input type="checkbox"/> Casting Rod <input type="checkbox"/> Spinning Rod	<input type="checkbox"/> Direct Replacement	<input type="checkbox"/> Replacement with Upgrade		<input type="checkbox"/> Casting Rod <input type="checkbox"/> Spinning Rod
	<input type="checkbox"/> Casting Rod <input type="checkbox"/> Spinning Rod	<input type="checkbox"/> Direct Replacement	<input type="checkbox"/> Replacement with Upgrade		<input type="checkbox"/> Casting Rod <input type="checkbox"/> Spinning Rod
	<input type="checkbox"/> Casting Rod <input type="checkbox"/> Spinning Rod	<input type="checkbox"/> Direct Replacement	<input type="checkbox"/> Replacement with Upgrade		<input type="checkbox"/> Casting Rod <input type="checkbox"/> Spinning Rod
	<input type="checkbox"/> Casting Rod <input type="checkbox"/> Spinning Rod	<input type="checkbox"/> Direct Replacement	<input type="checkbox"/> Replacement with Upgrade		<input type="checkbox"/> Casting Rod <input type="checkbox"/> Spinning Rod
	<input type="checkbox"/> Casting Rod <input type="checkbox"/> Spinning Rod	<input type="checkbox"/> Direct Replacement	<input type="checkbox"/> Replacement with Upgrade		<input type="checkbox"/> Casting Rod <input type="checkbox"/> Spinning Rod
	<input type="checkbox"/> Casting Rod <input type="checkbox"/> Spinning Rod	<input type="checkbox"/> Direct Replacement	<input type="checkbox"/> Replacement with Upgrade		<input type="checkbox"/> Casting Rod <input type="checkbox"/> Spinning Rod

Payment Options:

Check Included

Money Order Included

Credit Card (Phenix will call for payment)

“America No-Hassle Rod Replacement Program”

For broken rods due to accidents, normal wear and tear, or neglect, Phenix Rods offers an America No-Hassle Replacement Program. In the event a rod is broken, the rod owner must pay the replacement tier fee to receive a replacement rod. If we no longer offer the exact model, we will replace it with the closest comparable model from our current product line with the same MSRP as the broken model.

To start an America No-Hassle Replacement claim, cut the logo section out of the broken rod (4”-6” section directly above the reel seat including the Phenix logo and rod specifications) (See Example Below). Mail it in a padded shipping envelope (with tracking) along with completed page 1 of this form and the logo section(s) to the address below:

Fishing Returns

5250 Frye Rd

Irving, TX 75061

**Phenix Rods is not responsible for packages lost in transit by the shipping carrier*

America No-Hassle Replacement Program Payment options:

Option 1 - Pay By Phone - We will contact you to make credit/debit card payment over the phone once your package arrives and your return order has been created. You will receive a call from 877-269-8490 when the replacement order is ready for payment.

Option 2 - Include a check or money order- Make payable to “GSM Outdoors” for the replacement tier fee and/or upgrade fees/taxes (if applicable) & return shipping. If the replacement rod is to be shipped to one of the sales tax applicable states listed below, please add the proper amount of sales tax to the total of your check or money order.

AR, AZ, CA, GA, TX, ID, IA, LA, MO, MS, OH, UT, KY, MN, NY, TN, WA, WI

America No-Hassle Replacement Tier Fees:

RODS WARRANTY SERVICE FEE				
Tier-1 \$55.00	Tier-2 \$70.00	Tier-3 \$95.00	Tier-4 \$125.00	Tier-5 \$165.00
Crankbait XG	Crankbait Composite X	Axis (ML - XH action)	Axis (X2H - X4H action)	Black Diamond Surf
Feather	Abyss (9' and Under)	Abyss (10' and Above)	Hybrid (L - ML action)	Hybrid (MH - X4H action)
Maxim	Classic BFS	Abyss HD	Megalodon Jigging	Iron Feather
	Elixir	Bermuda	Pandora	K2
	Reaper	Black Chrome	Titan Slow Jigging	Megalodon Popping
	M1	RedEye Freshwater (BR3)	RedEye Saltwater (RTX)	Titan Popping
	M1 Inshore	RedEye Trout (TR3)		
	Mirage	Black Diamond		
	Recon Elite	Black Diamond East Coast		
	RTS Inshore	Cicada		
	Trifecta	Dragonfly		
	Trifecta Lite	Super Flipper		
	Trifecta Pro	Ultra Swimbait		
	Virtus Blue Diamond	Ultra MBX		
		Virtus Red Diamond		

America No-Hassle Blanks & Sections Replacement Tier Fees:

BLANKS & SECTIONS WARRANTY SERVICE FEE			
Tier-1 \$40.00	Tier-2 \$50.00	Tier-3 \$65.00	Tier-4 \$80.00
BLANK: Bermuda	BLANK: Abyss (8'-9')	BLANK: Abyss (10')	BLANK: Black Diamond Surf
BLANK: Feather	BLANK: Black Diamond (Under 8')	BLANK: Black Diamond (8' and Above)	BLANK: K2
BLANK: Elixir (7'6" and Under)	BLANK: Elixir (8' and Above)	BLANK: Hybrid (7'6" and Under)	BLANK: Hybrid (8' and Above)
BLANK: Kokanee	BLANK: Axis	BLANK: Dragonfly	BLANK: Titan Popping
BLANK: Mirage (1PC)	BLANK: Mirage (2PC)	BLANK: Iron Feather	SECTION: Iron Feather
BLANK: Reco Elite	BLANK: Megalodon Jigging	BLANK: Megalodon Popping	
BLANK: RTS Inshore	BLANK: Black Chrome	BLANK: Pandora	
BLANK: Trifecta	BLANK: Crankbait XG	BLANK: Ultra Swimbait	
SECTION: Elixir	BLANK: Crankbait Composite X	SECTION: RedEye Saltwater (RTX)	
SECTION: RedEye Freshwater (BR3)	BLANK: M1 Inshore		
SECTION: RedEye Trout (TR3)	BLANK: Redeye Travel		
SECTION: Trifecta Lite	BLANK: Super Flipper		
SECTION: TRIFECTA	BLANK: Titan Slow Jigging		
	BLANK: Ultra MBX		
	SECTION: CICADA		

Return shipping Fees:

Rods lengths 7'10" and under = \$20

Rods lengths 7'11" and over = \$50

For rods shipping outside of the continental United States, please email fishinginfo@gsmorg.com for a custom shipping quote prior to submitting your America No-Hassle Replacement package to Phenix. Please include the rod model you will be receiving in return and your full return shipping address

Logo Section Example:



The cut out "logo section" of your rod is required to complete the "America No-Hassle Replacement" or "No-Hassle Replacement w/ Upgrade".

Carefully cut the logo section out of your broken rod with either a hacksaw, Dremel Tool with cut-off wheel, or a large pair of garden pruners. The logo section is located directly above the reel seat and extends up past the Phenix logo and includes the rod model number decal and rod specifications on the back side of the rod blank (See Example Above).

Defect Inspection:

If your rod breaks within 30 days of purchase, it can be considered for no-cost replacement. Your rod will be evaluated to determine if manufacturing defect was the cause of breakage. If your rod breaks within 30 days of purchase, please send multiple clear pictures of the point of the break, a picture of the Phenix logo section (directly above reel seat), a picture of the handle section from the reel seat to the butt of the rod, and a picture or screenshot of your dated proof of purchase from an authorized dealer and your contact info and shipping address to fishinginfo@gsmorg.com, and your rod will be evaluated for defect. Once the evaluation is complete, you will be contacted with a final determination. If your rod is found to be defective, it will be replaced and shipped at no cost to you. If your rod is found to have not broken due to a manufacturing defect, it will still be eligible to be replaced under the America No-Hassle Replacement Program with applicable tier fee and return shipping fees. Do not ship full rods in for defect inspection. Rods are only inspected for defect by pictures emailed into the fishinginfo@gsmorg.com email box.

America No Hassle Replacement with Upgrade:

Phenix is happy to provide an option to upgrade a broken rod through our America No-Hassle Replacement Program. You will be responsible for the difference in current MSRP between the broken rod model sent in, and the current MSRP of the rod model you wish to upgrade to plus the replacement tier fee of the broken rod model. (See Example Below).

EXAMPLE UPGRADE CALCULATION:

Phenix Feather FTX-C71MH to Ultra MBX Series UMBX-C700MH

$\$329.99$ (UMBX MSRP) - $\$169.99$ (FTX MSRP) + $\$55$ (FTX Replacement Tier Fee) = $\$215$ Upgrade Fee

***Return Shipping Fees and applicable taxes will apply**

Rod Upgrade Worksheet

High MSRP Rod	-	Low MSRP Rod	+	Replacement Fee (of broken rod sent in)	=	Upgrade Fee
	-		+		=	

