

TICA USA, INC. SERVICE AND WARRANTY PROCEDURES

WARRANTY POLICY

- TICA products are under warranty for a period of one year from date of purchase by consumer. TICA USA, Inc. will repair or replace, at their option, without charge except for shipping and handling, a TICA reel which is defective in workmanship or materials. **THIS LIMITED WARRANTY GIVES THE CONSUMER SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE.** The warranty extends only to the original (consumer) owner.
- When requesting warranty work, the consumer should take the following steps.
 1. Reels may be sent to TICA or to the Authorized Warranty Service Center closest to you. TICA USA, Inc. does not authorize its retail dealers or wholesale distributors to make warranty repairs or exchanges on its behalf.
 2. Return the **complete** defective reel, postage prepaid and insured, with a check or money order to cover shipping and handling charges for \$6.95 (Canada 8.5) for **reels** to:

TICA USA, Inc. Service Department
1450-Q West Pointe Dr. Charlotte, NC 28214
Or call 1-800-390-5268 for local TICA Authorized Warranty Service Center.
 3. Include the following information to expedite processing of the warranty claim:
 - A. Consumers complete name and address, along with telephone numbers for day and evening.
 - B. Model name and number of product.
 - C. Nature of problem.
 - D. Proof of purchase (copy of a legitimate dated sales receipt)**
- The Warranty shall be deemed **void** if it is determined that the TICA product has been subjected to unauthorized alteration, modification, failures caused by accidents, abuse, or has been misused or damaged by the consumer's failure to provide reasonable and necessary maintenance. Normal wear and tear is not covered by TICA's limited warranty nor does it extend to products that are put to commercial or rental use.
- If proof of purchase does not accompany the defective product, the warranty claim will be decided precisely after a through inspection by one of TICA's Service Specialists.

NON-WARRANTY REPAIR PROCEDURES

- **Reel Repairs**- Repairs for reels not covered by warranty are available for a reasonable charge from TICA's Service Department or from a TICA authorized service center. The TICA product should be returned postage prepaid, insured, should include your complete name, address, and telephone numbers (day and evening), and information about the nature of the problem. TICA will provide the customer with an estimate of the repair charges. Payment must be received before repairs are made.
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