



## Warranty-Repair Reel Return Procedure for Individual Customers

Our warranty is valid for the lifetime of the original purchaser of this reel against any defect in material or workmanship. This warranty applies to parts and labor, and does not cover damage due to misuse, improper maintenance or modification. This warranty is limited to repair or replacement at our option. We will fix and ship your reel promptly so that you may enjoy fishing with your Waterworks-Lamson reel.

If you need to return your reel for repair, please:

1. Box your reel including a filled-out return form.
2. Please send the complete reel & spool.
3. Remove your line if possible.
4. Enclose a check for \$20.00 or a credit card number with an expiration date to cover the cost of return shipping, handling, and parts.
5. Ship to:

**The Waterworks-Lamson  
Attn. Warranty-Repair  
2756 South Cole Road - Suite #110  
Boise, Idaho 83709**

Please Note: The Waterworks-Lamson will not assign your reel an RA # until it reaches the shop so please make sure that your reel is sent in some way that it can be tracked. If you ship through the postal service, please request a delivery confirmation or ship via Fed-Ex or UPS and retain your assigned shipping tracking number. The Waterworks-Lamson Company can not be responsible for your reel until we receive it at the warranty-repair office.

**The Waterworks-Lamson no longer repairs Lamson LP or DCA reels at this address. Please call the Warranty Repair Shop for special instructions.**

We strive to have your reel on its way back to you within 48 hours. We return all domestic reels via Fed-Ex. For customers outside the US we will use the quickest postal service that is feasible.

If you have any questions or would like to request parts, please feel free to email us at: [warranty@waterworks-lamson.com](mailto:warranty@waterworks-lamson.com)  
or call us at 1-888-562-1310 (inside the US) or 1-208-562-1310 (outside the US)

**Thank you for fishing our reels.  
The Waterworks-Lamson Warranty-Repair Team**