



CONFLUENCE ROD COMPANY

Ordering Info, Terms and Conditions

ORDERING / DEPOSITS

All Confluence Rod Company rods and reels are built one at a time for each specific customer. Rods and reels are built and delivered in the order deposits are placed. A 50% or \$500 non-refundable deposit (whichever is less) per item is required to place an order. Your deposit locks in the price of the item(s) and secures your position on the build list.

While I do offer a small number of standard rod tapers, I enjoy working with anglers to bring their vision of the perfect bamboo fly rod or spey rod to life. I encourage potential customers to call me and have a conversation about your fishing and the build you have in mind.

DELIVERY DATES

Upon receipt of deposit a 1-month estimated delivery window will be given. While every effort is made to build your rod or reel in as timely a fashion as possible, on occasion I do experience complications in the building process that can lead to delays. I do my best to communicate delays when or if they arise. If you have a specific date by which you would like to receive your rod or reel, please let me know as early as possible and I will do my very best to facilitate your request.

FINAL BALANCE

1-2 weeks before completion of your rod or reel, an invoice for the final balance on the order will be sent out. Payment is due upon completion of the rod or reel, and must be received and cleared before your order can be shipped. Shipping, handling and insurance is the responsibility of the customer. I am sometimes asked to build rods or reels that are far outside my typical build. In these situations, final payment will be due upon beginning work on the rod or reel, usually 1-2 months prior to delivery.

WARRANTY

The rods and reels I build are intended to be fished. And unfortunately while fishing, things sometimes go wrong. If you ever experience an issue, please contact me as soon as possible. If the issue is a result of material or manufacturing flaw I will fix or repair the affected section/component at no cost. All other issues will be evaluated on a case-by-case basis and I will work with you to repair or replace the affected section/component at a reasonable cost. Shipping, Handling and Insurance for repairs is the responsibility of the customer.