

Customer Instruction Guide for Reel Repair Submission

1. **Fill Out the Service Request Form:**
 - Provide your complete address, name, city, state, zip code, home phone, cell phone, and email address.
 - Indicate how you found Doug's Reel Repair.
2. **Describe the Service Issue:**
 - Select one or more items from the list that describe the issues your reel is experiencing (e.g., gears, anti-reverse, spool, bail, handle, clutch, drag, frame/body).
 - If you only want your reel serviced without repairs, do not select any boxes.
 - Use the comment box to add any additional services, concerns, or instructions.
3. **Provide Reel Details:**
 - Specify the brand and model of your reel.
 - Indicate if your reel has ever been serviced before.
4. **Super-Tuning Option:**
 - If you want your reel super-tuned, check the appropriate box.
5. **Prepare Your Reel for Shipping:**
 - Do not send original reel boxes, as they cannot be stored or returned.
 - Package your reel securely to prevent damage during transit.
6. **Shipping Address:**
 - Send your reel to: Doug's Reel Repair 10900 Humm Rd Berlin Heights, Ohio 44814
7. **Service Pricing:**
 - Spinning, Baitcasting, Lever Drag, and Conventional reels: \$40
 - JDM Reels and Two-Speed reels: \$50
 - Electric reels: \$99
 - Pricing includes complete teardown, grease, oil, and adjustments. Additional charges will apply for any required parts. Customers will be notified with a pre-estimated total.
8. **Return Shipping Disclaimer:**
 - Doug's Reel Repair is not responsible for serviced reels that go missing after the carrier confirms delivery to the location provided.

By following these steps, you can ensure a smooth and efficient reel repair process.