

Merchant Policy

Saturday, 22 March 2008

Last Updated Sunday, 24 April 2011

How to order:

You can order using the shopping cart software on this website, or by email to: Philfischer@sbcglobal.net

Shipping limits:

Shipping generally costs \$4.00 for orders up to \$50 via First Class US Mail, including Insurance, or \$7.00 via Priority Mail, including Insurance and Delivery Confirmation Tracking Number. Shipping costs for orders over \$50 will increase commensurate with insurance and shipping weight costs. I make every effort to charge the approximate cost of actual shipping. I will ship Internationally with Paypal payment; buyer pays actual costs for shipping.

Customer guarantee:

My trout flies are satisfaction guaranteed. If for any reason you're not satisfied with your order, return them within ten days of receipt for a full refund.

Return policy:

You may return an item for refund or replacement within 10 days of the receipt date. Shipping and handling charges are non-refundable. Please indicate the reason for the return. You may want to insure your return; we cannot be responsible for lost or misdirected returns. If you paid for your order by PayPal, a credit will be issued via PayPal. Your invoice will indicate where you need to send your return.

If you have any questions regarding your order,

please feel free to contact Phil's Custom Flies via E-Mail At: Philfischer@sbcglobal.net

Payment options:

Phil's Custom Trout Flies gladly accepts Visa and Mastercard via Paypal at Philfischer@sbcglobal.net , Money Orders, Cashiers Checks and Personal Checks. Personal Checks may delay shipping by 8-10 days until your payment clears. Payments should be made to Phil's Custom Trout Flies and mailed to PMB 225, 18160 Cottonwood Rd. Sunriver, OR 97707

