

Subject: : Gear Talk

Topic: : Fly Line

Re: Fly Line

Author: : dsleader

Date: : 2006/12/6 16:23:01

URL:

That's what I thought about Orvis until a couple of weeks ago I tried to return a rain jacket I bought about 4 years ago. Guess what? I didn't have the original receipt and it cost over \$100.

At Orvis's direction, I sent it back to them, asked them to repair the zipper or replace it with a similar jacket. I wasn't looking for an money.

What I got back was a gift card for \$34.50(the cheapest cost they ever sold that jacket for) and not jacket. The letter said they "didn't want to leave me empty handed".

Now, not only didn't I have a receipt, but I didn't even have a jacket- they threw it out or lost it.

After about 5 or 6 calls, and many frustrating conversations, they are finally shipping a new one to me.

The moral is, 100% guarantees are not always what they seem.

Dale