

Subject: : Gear Talk

Topic: : LL Bean in KOP Mall

Re: LL Bean in KOP Mall

Author: : Swattie87

Date: : 2013/8/22 11:52:14

URL:

Quote:

JackM wrote:

I bet if your Bean waders leak within two years and they haven't been abused my brush, they will honor their full satisfaction guarantee.

Mine will definitely be abused by brush! That said, knowing Bean I bet they still would honor their guarantee. But punctures from brush (as long as they're not along a seam) are relatively easy, long lasting fixes. It's when the seams start to stretch or pull apart, or the material in general loses its capacity to hold out water that waders reach the total loss stage in my experience. Ultimately, I'm not considering Bean for their guarantee...I just think the construction of those Kennebec's looks superior for their price range, and I think they'll stand up relatively well to the kind of fishing I do (lots of hiking and climbing on small, rugged streams).

I realize I'm rough on waders, and that's part of the inherent expense for the fishing I do. I'm not looking for Bean (or anyone else) to subsidize my wader expenses forever based on a good customer service policy. If the product didn't live up to reasonable expectations, then yeah, I'd take em' up on it. But if it did, then getting a replacement for free is taking advantage of the system, and ultimately driving the initial cost of the product up for everyone. "Reasonable" is a moving target. For me, the way I treat waders, reasonable in my mind works out to \$100/year.

If I spend \$200 and they last about two years, I wouldn't take them up on their guarantee. I'd be in the market again for a new pair, and would probably consider them again (as I am with the \$100 Cabelas house line waders now), but it would depend on the other options available at that time. If they last less than that, it would depend on how much less I guess, and how disappointed overall I was in their performance. I'd probably just ask for a prorated store credit or something similar based on how much use I got out of them as opposed to a new pair though. If they last 3 years or more...I'd BUY another pair!