

CASCADE REEL REPAIR

Customer Instructions for Reel Repair Submission

DROP-OFF & SHIPPING
5015 161st PI SW, Edmonds, WA 98026
Please call or text before dropping off your reel.

To help make your repair process as smooth as possible, please follow the steps below when submitting a reel to Cascade Reel Repair.

1. Complete the Service Request Form

- Provide your full name, address, city, state, ZIP code, phone number, email address, preferred contact method, and how you heard about Cascade Reel Repair.
- [Complete the online Service Request Form here.](#)
- After submitting the form, you will receive a CRR repair number. Keep this number for your records because it will be used to identify and track your reel.

2. Describe the Reel Issue

- Select any areas that best describe the problem, including gears, anti-reverse, spool, bail, handle, clutch, drag, frame/body, or other concerns.
- If you are only requesting routine cleaning and service, you do not need to select a specific repair issue.
- Use the comments section for additional symptoms, concerns, requested services, or special instructions.

3. Provide Reel Information

- Provide the reel manufacturer/brand, model, reel type, and whether the reel has been serviced previously.
- If you are unsure of the exact model, provide any information visible on the reel.

4. Optional Tuning

- If you would like additional tuning or performance upgrades, select the appropriate option on the service request form. Upgrades are subject to parts availability and reel compatibility.

5. Prepare Your Reel for Drop-Off or Shipping

- Package shipped reels securely with adequate padding to prevent damage in transit.
- Include your CRR repair number with the reel whenever possible.
- Do not send original or collectible reel boxes unless absolutely necessary.
- Please call or text before dropping off your reel so a drop-off time can be coordinated.

6. Service Pricing

Reel Type	Service Price
Spinning reels	\$30
Baitcasting reels	\$30
Conventional / round reels	\$30
One-speed lever drag reels	\$30
Two-speed / advanced lever drag reels	\$50
Electric / power-assisted reels	\$99

Standard service includes complete teardown, cleaning, inspection, lubrication, reassembly, and adjustment. Replacement parts are not included in the standard service price.

Additional charges may include replacement parts, +\$10 for extremely dirty or salt-contaminated reels, and +\$25 for expedited service when available. If significant additional repairs or parts are required, you will be contacted before additional work is completed.

7. Diagnostic Fee

If a reel is inspected or diagnosed and you choose not to proceed with the repair, the diagnostic fee is \$25 for standard reels and \$50 for electric/power-assisted reels.

8. Turnaround Time

Normal turnaround is generally within 14 business days, depending on workload, reel condition, and parts availability. Reels requiring special-order or discontinued parts may take longer.

9. Return Shipping

Customers are responsible for applicable return shipping charges. Cascade Reel Repair will package completed reels carefully; however, Cascade Reel Repair is not responsible for packages that are lost, stolen, or missing after the carrier confirms delivery to the address provided by the customer. Please make sure your return shipping address is accurate before your reel is shipped.

10. Warranty

Service performed by Cascade Reel Repair includes a 30-day workmanship warranty. The warranty applies to work performed during the original service and does not cover new damage, misuse, corrosion, normal wear, or unrelated component failures.

Questions?

Please call, text, or email Cascade Reel Repair before dropping off or shipping your reel.