

Peak Bamboo Shipping Terms & Conditions



You, the rodmaker, are paying me, Russ Gooding, a partner in Peak Bamboo and the owner of Golden Witch Tech., Inc., to grade this bamboo. I charge for my time, which is built into the price of our Peak Bamboo culms, and I stand by the grades. However, grading is the subjective act of defining limits on a continuum without place markers. The grade is my subjective response to the nine attributes I consider with each culm. We have created a separate document discussing these nine attributes. Look for it on peakbamboo.com.

Graded culms are not replaceable or refundable based on your subjective impression of them, precisely because you're paying for culms synced to my impression of them. Bamboo is a natural product. We sell it and ship it on an as-is basis and all bamboo sales are final. If your package is insured, and if the package was lost or damaged in transit, you may make a claim for the loss or damages through the carrier and we'll help you through the process. We suggest you inspect the material immediately upon arrival and make the claim while the driver is still standing at your doorstep. Otherwise, the bamboo is yours after it leaves our company. If you're not happy with the quality of the bamboo, please either purchase a higher grade of bamboo or vote with your wallet and shop with one of our competitors in the future. There's no harm in this and we still welcome you as a Golden Witch tool & component client.

Expect mold. Especially if you are an international client, and even more so if we ship to you by ocean freight, the bamboo will experience a mold bloom in transit. When the bamboo arrives, mix up a solution of bleach

and water and wipe down your culms immediately to remove any mold, then dry the culms and store them well. Please be careful when wiping the culms down...the edges of the drying split, and the tiny remains of leaf stems in some leaf nodes are both extremely sharp and will cut you through your bleach rag if you're not careful.

Should you prefer, we absolutely and cheerfully invite you to visit our warehouse, Sycamore Mill, on a scheduled open warehouse day. Come be that kid in a candy store, enjoy a free cup of coffee or tea, and peruse our selection of graded culms. You can sight down them for straightness. You can heft them. You can nitpick them. You may pick your culms, full-length, from those we've sorted into the big racks, or you can grab cut culms from the bins. Either way, taking a peek at our racks filled with bamboo will inspire you...so many rods, all waiting for their craftsman.

We are not in the business of selling bales. While I do most of the writing, Matt summed up this issue best: Grab bags are for factory seconds and last year's model. Peak Bamboo is quality oriented, first and foremost; selling by the bale does not allow for us to implement the quality control that you, the rodmaker, deserve. And though it may not seem so on the surface, ultimately, purchasing by the bale costs you more. There are other resources available for bale purchases, but if you want quality assurance, Peak Bamboo is here to serve you with our selection of high-graded culms.

If you buy A grade material and you're not happy, we suggest buying A+ material with your next order. And/or re-orienting your



expectations. Bamboo is a natural material and it is not flawless. Every single culm of A grade material will have some modest combination of flaws, not limited to: a bug hole or two or more, watermarks, mottling, an undiagnosed stain, a kink, curvature over the length, lack of sufficient heft, a jealous green hue when golden straw is preferred, excessive heft due to residual moisture, a butt diameter that is slightly larger or smaller than ideal, an unfortunate split, splinters, recalcitrant and very likely mummified bamboo bats, a growers mark, etc., etc. You're not paying us to magically eliminate all the potential flaws in a given stick of bamboo which grew wild, year after year, on a Chinese mountainside. You're paying us to deliver the best of a wild-raised agricultural product from each annual harvest. Please be realistic in your expectations, and that means you should expect some flaws....or think of them, perhaps, as beauty marks, accentuating the otherwise lovely reaches of cane, gently ringed with nodes, each culm promising to harbor within its walls one glorious fishing rod. As I type this, I'm thinking of Michelangelo's "Prisoners," his half-hewn statues which demonstrate how adept he was at the creative removal of material. Believe

me, he worked around some flaws in his marble and still created masterpieces. You can do the same with bamboo that has a freckle, or bug burrow, or some other blight.

If you buy our A+ material and you're not happy, then we simply cannot please you and you should shop for bamboo elsewhere in the future. We'll still respect you. We hope you'll respect us for trying our very hardest. We know that even the A+ sticks are not perfect. If you must have perfection in your raw materials, this really is a matter to address with the deity of your choice and is far beyond the purview of we mortals. The best that we can do is deliver bamboo that has been thrice sorted in China, shipped here, and high-graded by a reputable rodmaker and component supplier. After much labor, sorting and sifting, the culms we present as A+ are not perfect, they're just the best we can find within a given load from one annual harvest. They are worthy of your finest efforts. We stand by that.

Thanks for your understanding and, we hope, the chance to earn your business.

