

## Service and Warranty Related Information

**NOTE:** As of January 24, 2017, Olympic Arms products are no longer covered under the previously advertised Lifetime Warranty. However, Olympic Arms is honoring repairs based on manufacturer's defects identified within 90 days of your date of purchase. Any and all deficiencies or manufacturers defects identified after 90 days of your date of purchase are chargeable services/repairs.

### Returning an Item for Repair:

It is always recommended that you call Olympic Arms toll free at 800-228-3471 BEFORE you send a product back for service. Often times a resolution can be made on the phone thereby eliminating the need for return service..

When sending back an item for Warranty, service or repair, please include a letter of explanation that details the perceived deficiencies you are experiencing in detail ("gun jams" is not a detailed description...) that you'd like us to address. Please place this letter **INSIDE THE BOX**. The more details the better. Please also a return address **in the letter**, and a day-time or cell phone number so that we can contact you if necessary.

### Shipping to Olympic Arms:

Firearms DO NOT have to be shipped through a Dealer. Olympic Arms much prefers products returned directly from the end user to Olympic Arms. Upon repair, BATF regulations permit the return of the firearm directly to the consumer as ownership has not changed. Shipping through a Dealer will only increase your cost AND, means that Olympic Arms will have to work through your Dealer as a middle man making the process more difficult for all parties. Return shipping is NOT paid for by Olympic Arms. If your product is determined to have a manufacturer's defect and was returned for repair within 90 days of the date of purchase (proof of purchase is required), if you include a copy of the shipping expenses incurred,. Olympic Arms will refund that cost when returning your product. Only GROUND shipping is covered. Olympic Arms does not refund cost for expedited shipping.

When shipping your product to Olympic Arms we recommend using UPS or FedEx as their service towards customers, especially when products are lost or damaged in shipping is far superior to that of the USPS. Also, please note that firearms cannot be shipped

Shipping Address:

### **Warranty/Service Shipping Address:**

Olympic Arms, Inc.  
Att: Warranty/Service  
624 Old Pacific Hwy SE  
Olympia, WA 98513

### **Shop Rates:**

Labor Rates: Our labor rates are still very reasonable at \$45.00 per hour. Every service not covered under the warranty will include a minimum of 1 hour labor charge.

### **Ammunition Fees:**

Ammunition becomes more expensive all the time. Any service or repair requiring extensive test firing in the evaluation process to determine the malfunction will be charged an appropriate Ammunition Fee to cover our expenses in order to properly and safely affect repairs.

### **Exemptions:**

- Any repair, service, modification or “gunsmithing” performed outside the factory voids all warranty.
- Any product modified outside of Olympic Arms voids any and all warranty.
- Finish is not covered under the Warranty.

### **Ammunition Exemptions:**

Any damage, malfunctions or deficiencies caused by the use of ammunition not recommended for use is NOT covered. Olympic Arms warranty only covers the use of domestically produced, factory new, brass cased, non-remanufactured SAMMI Spec ammunition manufactured by licensed, and bonded SAMMI Member manufacturers. Ammunition not covered includes but is not limited to, remanufactured ammo (by any manufacturer), ‘reloads’, imported, steel cased, aluminum cased and similar.