



## RETURNS / REPAIRS

**WARNING:** PLEASE INSURE THAT THE FIREARM IS UNLOADED WITH CHAMBER FLAG INSTALLED IF POSSIBLE OR USE PLASTIC WIRE TIE. DO NOT SHIP LIVE OR SPENT AMMUNITION IN YOUR FIREARM OR IN THE SAME SHIPPING CONTAINER AS THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU HAVE BEEN INSTRUCTED TO SEND IN SPENT CASINGS BY A ROCK RIVER ARMS REPRESENTATIVE, PLEASE SEND THEM IN A SEPARATE PACKAGE WITH ITS OWN COMPLETED RETURN FORM.

- Record the serial number of your firearm before sending it in.
- Contact RRA for an RMA (Return Merchandise Authorization) number. Print and fill out the RETURN MERCHANDISE AUTHORIZATION / REPAIR FORM (page 2 of this document) and pack the completed form with the product.
- Remove all accessories and optics from firearm to prevent loss or damage. List any attached parts / accessories.
- Pack your firearm in a hard case to prevent damage during transport; product not shipped in a hard case may be refused; if accepted they will be returned to the sender in used shipping case and charged accordingly.
- Rock River Arms is not responsible for items damaged due to inadequate packaging.
- For OUT-OF-WARRANTY repairs and returns customer is responsible for shipping charges when returning product to RRA.
- Ship product to RRA by UPS, U.S.P.S or FED-EX. **IF RRA IS REIMBURSING SHIPPING COSTS NO NEXT DAY, SECOND DAY OR 3-DAY SELECT IS REIMBURSED, GROUND SHIPPING ONLY.**
- For OUT-OF-WARRANTY repairs, customer also pays all PARTS and LABOR costs, including shipping charges and insurance. Payment information is required prior to the return.
- **SERIALIZED COMPONENTS MUST BE RETURNED IN ACCORDANCE WITH ALL LOCAL, STATE AND FEDERAL LAWS.**

**Print, complete and pack the attached form with the product to be returned.**



**RETURN MERCHANDISE AUTHORIZATION / REPAIR FORM**

NAME: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

CITY, STATE, ZIP: \_\_\_\_\_

EMAIL: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_

CELL PHONE: \_\_\_\_\_

RMA NUMBER: \_\_\_\_\_ SERIAL NUMBER: \_\_\_\_\_

Call RRA for Return Merchandise Authorization Number

PART NUMBER: \_\_\_\_\_

ITEM BEING RETURNED: \_\_\_\_\_

Return all items complete (carrier, charging handle, mags, etc.)

DESCRIPTION OF ISSUE (Be as detailed as possible):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

AMMUNITION BEING USED: \_\_\_\_\_

Manufacturer, grain weight, brass or steel case

SPECIAL INSTRUCTIONS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Print, complete and pack this form with the product to be returned.**