



# North American Arms Lifetime Warranty

North American Arms stands behind every firearm we manufacture. All NAA firearms are covered by a Lifetime Warranty against defects in materials and workmanship. We pride ourselves in having a no-hassle warranty and encourage customers to contact us with any issues they may be experiencing. For troubleshooting solutions, do not hesitate to contact our customer service team.

If you experience a problem, contact us before sending anything in. **Do not disassemble your firearm.** We will issue a Return Authorization and provide shipping instructions.

## What the Warranty Covers

We will repair, at no charge:

- Mechanical defects in materials or workmanship
- Factory-related functional issues
- Necessary replacement of worn or damaged factory components

When a firearm is returned for service, our gunsmiths inspect it, replace any defective parts, make necessary adjustments, and test the firearm before it is returned.

There is no charge for covered repairs.

## Shipping Policy

### Firearms Manufactured Within the Last 3 Years

- We will pay shipping for approved warranty repairs.
- If the firearm requires additional warranty service within that three-year window, we will continue to cover shipping.

### Firearms Manufactured More Than 3 Years Ago

- The customer is responsible for shipping costs to and from the factory.
- We will still cover all warranty repair work at no charge.

You may ship through your local dealer, which often results in lower shipping rates.

If preferred, our Customer Service team can generate a shipping label for you.

- If the firearm is more than 3 years old, the cost of that label will be charged to you.

## Disassembly Policy

**Do not disassemble your firearm beyond normal user operation before sending it in.**

If we receive a firearm that has been disassembled:

- A \$75 reassembly fee will apply.

- You will be responsible for the cost of any missing or damaged parts.

We will contact you for approval before completing any non-warranty work or charging for parts.

Unauthorized service, modifications, alterations, abuse, or misuse void the warranty.

## **Replacement Parts**

If you need a replacement part:

1. Refer to the Parts List and Exploded Diagram to identify the correct part number.
2. Contact Customer Service before ordering or returning anything.

The majority of parts require factory installation for safety and liability reasons and will not be shipped directly.

## **Accessory Returns (90 Days)**

Accessories may be returned within 90 days of purchase.

- Defective accessories will be repaired or replaced.
- Non-defective returns are subject to a 10% restocking fee.
- Returns must include all original components and original packaging.

Contact Customer Service before returning any accessory.

## **Registration & Safety Acknowledgment**

We encourage customers to register their firearm. By registering, you acknowledge that you have:

- Read and understood the owner's manual
- Reviewed all warnings and safety instructions
- Consented to be included in further NAA communications

Any firearm can cause serious injury or death if mishandled.

## **Privacy**

North American Arms does not sell, share, or disclose customer information. Your contact and purchase information is used strictly for internal records and service purposes.