
 www.glock.com	<table><tr><td>GLOCK, Inc.</td><td>USA</td></tr><tr><td colspan="2">6000 Highlands Parkway Smyrna, GA 30082 USA Tel. +1 770 432 1202 Fax +1 770 433 8719 Email Warranty@glock.us</td></tr></table>	GLOCK, Inc.	USA	6000 Highlands Parkway Smyrna, GA 30082 USA Tel. +1 770 432 1202 Fax +1 770 433 8719 Email Warranty@glock.us		
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Warranty Customer Contact Information

Customer Name:

Contact Number:

Address:

(No P.O. Box's Physical Address only.)

Email Address:

Serial Number:

Model Number:

Services Requested:

GLOCK, Inc. Customer Return Information

Shipping Address

G.I.
6000 Highlands Pkwy
Smyrna, GA 30082

Attn: Technical Service

Shipping Address Shipping Methods

Firearms may be shipped from a licensed firearms dealer or via UPS or FEDEX. **When using UPS or FEDEX, firearms must be taken to a shipping distribution center, and firearms must be shipped next day/overnight.** (UPS/FEDEX "Stores" do not normally handle firearms). **Customers are responsible for inbound shipping charges.**

Shipping Instructions

All firearms must be accompanied by the following information:
. Customer Name & Contact (Phone Number & Email)
. Return Shipping Address
. Serial Number and Model Number of Firearm
. List of Services Requested

**NOTE: FIREARMS MUST BE UNLOADED.
AMMUNITION MAY NOT BE
SHIPPED WITH FIREARM.
PACK FIREARM SECURELY.**

Turn Around Time

Turn around is approximately two weeks* from date of receipt. However, the turnaround time is subject to change without notice.
*Please note: Refinishing services will add approximately two to four weeks to turn around time.

If you have any questions or would like more information, contact Technical Service @Technical.Service@glock.us

GLOCK Component and Part Replacement

GLOCK has in place a one-for-one policy when replacing damaged, unsafe, or defective firearm components or firearm parts to include components and parts covered under warranty and those that are not covered under warranty.

GLOCK will not return any firearm component or firearm part determined to be damaged, unsafe, or defective to the customer.

All GLOCK firearms received for warranty work will be inspected. If GLOCK determines a firearm component or firearm part is damaged, unsafe, or defective, GLOCK will replace the firearm component or firearm part with GLOCK OEM replacement parts, inspected for performance and test fired to ensure proper function and safety.

All GLOCK firearms received containing aftermarket components or aftermarket parts will be restored to original factory specifications by replacing all aftermarket components and aftermarket parts with GLOCK OEM firearm components and firearm parts. **GLOCK will not guarantee the return of aftermarket components or aftermarket parts with the exception of sights.**

Modification of the GLOCK pistol or installation of any aftermarket part which alters the original engineering and/or firing mechanism or which results in damage to the other original pistol components voids the GLOCK warranty coverage on the affected original part or mechanism. The GLOCK warranty on specific firearm components and firearm parts is void due to a modification where the modification, alteration or installation of an aftermarket part was responsible for the failure. GLOCK will not accept liability for any subsequent malfunction or defect that in any way arises from, in connection with, or as a result of the installation of aftermarket components or aftermarket parts in a GLOCK firearm.

Residents of MARYLAND, NEW JERSEY, NEW YORK, PENNSYLVANIA, DISTRICT OF COLUMBIA, HAWAII, MICHIGAN, AND U.S. TERRITORIES.

Any work involving replacement of the receiver of a firearm requires that the firearm be returned to a licensed firearms dealer. A current, signed copy of the dealer's FFL will be required. Please provide contact information for the chosen dealer, if applicable.

Residents of CALIFORNIA

Any work involving replacement of the receiver of a firearm requires that the firearm be returned to a licensed firearms dealer. A current signed copy of the dealer's FFL will be required. Please provide contact information for the chosen dealer, if applicable. **We are not permitted to receive items from Antique FFL's without a CFD#.** DO NOT ship high-capacity magazines to us. **They cannot be returned.**

GLOCK will only return or replace magazines in accordance with all state and local laws in effect at the current return shipping address.

Chargeable Items (all payments are due at time of service):

Frame Replacement \$125+ tax

Refinishing Slide \$75

Sights: GLOCK Night Sights \$88.44+tax, Amerigo Sights \$132+tax, GLOCK Steel Sights \$24.00+tax

The method of payment for chargeable items should accompany your order. Payment can be made by check, money order, Visa, MasterCard, or Discover. **(AMEX or POs are not accepted).** When using check or money order be sure to include applicable sales tax. (Sales tax is charged at the rate normally applied at the customer's location). If you choose to use a credit card, you will be contacted by telephone for your card information. If a slide or frame is returned without parts, the customer has the option to purchase components, otherwise the frame or slide will be returned as received with no parts.