
 www.glock.com	GLOCK, Inc. USA 6000 Highlands Parkway Smyrna, GA 30082 USA Tel. +1 770 432 1202 Fax +1 770 433 8719 Email Warranty@glock.us	
---	---	---

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.

Firearms must be shipped Next Day/Overnight Shipping!

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: (UPS/FEDEX "Stores" do not normally handle firearms.) Customer is responsible for inbound shipping charges.

Shipping Instructions

All firearms must be accompanied by the following information:

- . Customer Name Contact telephone number
- . Return shipping address*. E-Mail address
- . Serial number of firearm**. Model number of firearm
- . List of services requested

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

Turn Around

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

CONTACT the Warranty Department for updates @ warranty@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 and 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.
DO NOT ship high capacity magazines to us. **They cannot be returned.**

Chargeable Items

Frame upgrade \$100 + Tax
Refinishing Slide \$50
Sights: Glock Night Sights \$67+tax, Ameriglo Sights \$100+tax Glock Steel Sights \$20+tax

Method of payment for chargeable items should accompany your order. Payment can be made by check, money order, Visa, MasterCard, or Discover. 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.