



## Otus Arms Warranty RMA Form

55 Bedrock Dr, Suite A, Des Plaines, IL 60018 info@otusarms.com

Firearm Serial Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Return Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

\*\*\***No P.O. Boxes**, Physical Address only. When returning product, we can only ship to a physical address. **NO EXCEPTIONS\*\***

Services Requested:



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### Terms and Conditions

#### Warranty Determination

All warranty request will be evaluated for a determination for whether it is covered by the limited LIFETIME warranty. **If it is found that the product warranty is voided, the customer will be notified of the repair and shipping cost.** At such time the customer must issue a written confirmation to proceed with the repair(s), agree to cover the costs of the repair and return shipping label, or authorize the product to be shipped back as it is, at the customer's expense. Failure to obtain written confirmation within thirty (30) days of notification will result in the product being returned as it is, at the customer's expense.

#### Shipping Instructions

All products must be accompanied by the completed RMA form. Pack the product well to prevent damage during transport. We are not responsible for items damaged due to inadequate packaging.

#### Turn Around

Turnaround is approximately **one - two weeks from the date that we receive the item.** However, turnaround time is subject to change without notice. When calling or emailing for status on a product that is being repaired, please have available the first and last name of the customer.

#### Non-Standard Parts

Otus Arms will not guarantee the return of after-market parts. OEM parts that have been modified or altered will be replaced by OEM parts and modified or altered parts will not be returned.

By signing this, I have read and understood the terms and conditions required to send a product in to be serviced.

x \_\_\_\_\_ Date: \_\_\_\_\_



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55 Bedrock Dr, Suite A, Des Plaines, IL 60018 [info@otusarms.com](mailto:info@otusarms.com)

Otus Arms warranty covers all components of its products. We offer a Limited LIFETIME Warranty on our products for their intended purposes. As with any product, abuse, gunsmithing by an unqualified person and normal wear and tear are excluded. Additionally, if the product was modified and/or repaired by an unqualified gunsmith without permission from Otus Arms, then the warranty will be void. If warranty work should be required, return the item to the address listed below along with this completed form. There is no refund for the shipping cost.

To determine if your current product issue is covered under warranty, please complete this form and email it to [info@otusarms.com](mailto:info@otusarms.com) or mail to the address below. If warranty work should be required, return the item to the address listed below along with this completed form.

Otus Arms Warranty Repair Center  
55 Bradrock Dr, Suite A  
Des Plaines, IL 60018

### Limited LIFETIME Warranty

#### You will void your warranty by:

- \* Refinishing your product
- \* Misuse, mishandling, dropping your product
- \* Not properly reassembling your product resulting in damage
- \* Any addition of aftermarket product
- \* Unauthorized repairs done by any other than Otus Arms

#### Limits on Warranty (will not cover)

- \* Finish, scratches, chemical damage (Cerakote)
- \* After market parts