



# Repair Request Form



**Questions?** Call our Customer Service Department (803)724-6950 or email us at [customer.service@palmettostatearmory.com](mailto:customer.service@palmettostatearmory.com)

We apologize that you are experiencing issues with one of our Palmetto State Armory products. We strive to push a quality product to all of our customers. We will work to resolve any issues you are experiencing. We apologize for any inconvenience this may or may have caused you.

## Return Instructions

- If you have not already, please contact our Customer Service Department to receive your prepaid UPS return label to your email.
- This form must be completed and shipped inside of the box returning to our facility. Please keep a copy for your own records.
- **\*If you are shipping a serialized firearm back in this return, please include a copy of the FFL license you would like a replacement shipped to. In the event that we must replace a serialized item we will need a physical copy of the FFL in hand to ship. If an FFL is not included with this form you may experience delays in the replacement process\***
- Please do not include any live ammunition with your packaged item.
- The return will be shipped to our Manufacturing Department for assessment and resolution. Our repair/replacement process can take up to 10 to 15 business days to complete. All repairs are processed in the order that they are received.

**Print Name:** \_\_\_\_\_ **Current Address:** \_\_\_\_\_

<u>Order Number</u>	<u>SKU</u>	<u>Qty</u>	<u>Nature of Issue</u>

If including any additional accessories, please notate below (Please note \*\* if these items are made by another company):



**Sign:** \_\_\_\_\_ **Date:** \_\_\_\_\_