



# Rock Island Armory Warranty RMA Form

150 North Smart Way, Pahrump, NV 89060. E- Support@armscor.com

**If the firearm is shipping from or returning to an FFL, we MUST have a copy of the FFL license with the firearm. If you do not send a copy of the FFL, return shipping will be delayed.**

Customer Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

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

\*\*\* **No P.O. Boxes**, Physical Address only. When returning firearm, we can only ship to the shipping label address, FedEx Hub or an FFL dealer. **NO EXCEPTIONS** \*\*\*

Check this box if firearm is shipping **from** an FFL

FFL Name: \_\_\_\_\_

FFL Number \_\_\_\_\_ Exp. \_\_\_\_\_

FFL Address: \_\_\_\_\_

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

Serial Number: \_\_\_\_\_ Model Name/Number: \_\_\_\_\_

\*Please take note of the serial number of your firearm and have it available when making follow up calls.

Approximate rounds fired \_\_\_\_\_ Number of magazines included: \_\_\_\_\_

Services Requested:



# Rock Island Armory Warranty RMA Form

150 North Smart Way, Pahrump, NV 89060. E- Support@armscor.com

## Terms and Conditions

### Warranty Determination

All warranty request will be evaluated for a determination of whether it is covered by firearms warranty. See attached warranty on next page. **If it is found that the firearms warranty is voided, the customer will be notified of the repair and shipping costs.** 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, or authorize the firearm to be shipped back as is, at the customer's expense. Failure to obtain written confirmation within thirty (30) days of notification will result in the firearm being returned as is, at the customer's expense.

### Shipping Instructions

All firearms must be accompanied by the completed RMA form (previous page) and the signed terms and conditions (current page). **WARNING: FIREARMS MUST BE UNLOADED. DO NOT SHIP LIVE OR SPENT AMMUNITION WITH YOUR FIREARM AS THIS VIOLATES FEDERAL LAW.** If you are an FFL or having firearm returned to an FFL, you NEED to send a copy of the FFL license with the firearm. If you do not send a copy, the firearm will not be accepted, will be returned, and you will be billed for shipping. Please include all items with the COMPLETE firearm, *i.e.*, magazines, barrels, recoil springs. Place the firearm back in its hard case to prevent damage during transport. We are not responsible for items damaged due to inadequate packaging. Put the hard case in a shipping box along with the completed return form. Then print the FedEx label and tape it to your shipping box. You can then take the box to a FedEx Express location. Keep the shipping receipt for your records; it has the tracking number on it. You can check the FedEx web site using that tracking number to make sure your firearm has arrived here.

### Turn Around

Turnaround is approximately **four-six weeks from the date that we receive the firearm.** However, turnaround time is subject to change without notice. When calling or emailing for status on a firearm that is being repaired, please have available the first and last name of the customer or name of the FFL that sent in the firearm. We reserve the right to **replace** or **refund** the firearm at our discretion.

### Non-Standard Parts

Rock Island Armory will not guarantee the return of after-market parts except for sights and grips. OEM parts that have been modified or altered will be replaced by OEM parts and modified or altered parts will not be returned.

### Residents of MARYLAND, NEW JERSEY, NEW YORK, and PENNSYLVANIA

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 responsible for any fees you encounter at the receiving FFL.

### 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. We are not responsible for any fees you encounter at the receiving FFL.

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.

\*This MUST be a physical address. Firearms will not be returned to a P.O. Box.

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

X \_\_\_\_\_

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



## Rock Island Armory Warranty RMA Form

150 North Smart Way, Pahrump, NV 89060. E- Support@armscor.com

Rock Island Armory's warranty covers its firearms and parts. We offer Limited Lifetime Warranty on our products for their intended purpose. As with any product, abuse, Gunsmithing by an unqualified person and normal wear and tear are excluded. Additionally, if the firearm was modified and/or repaired by an unqualified gunsmith without permission from Rock Island Armory, then the warranty will be void. If warranty work should be required, return the firearm to the address listed below. There is no refund for the shipping cost. Gunsmithing services are available by registered Rock Island Armory gunsmiths. Please email support@armscor.com.

Armscor / Rock Island Armory Warranty Repair Center  
150 North Smart Way, Pahrump, NV 89060, Email: Support@armscor.com

### Limited Lifetime Warranty

#### Important Warranty Information

Our Rock Island Armory 1911 Pistols are warranted to function only with Factory FMJ Brass Cased Ammo and the Original Factory Magazine. Use of Hand loads is not covered in Warranty or Repair for the function of the Firearm.

#### **DUE TO THE FIT AND TIGHTNESS OF FIREARM, RIA RECOMMENDS A BREAK-IN PERIOD OF 500 ROUNDS**

#### You will void your warranty by:

- Refinishing your RIA Firearm
- Misuse, Mishandling, Dropping your RIA Firearm
- Firing Remanufactured or Reloaded Ammunition
- Not properly reassembling your RIA Firearm resulting in damage, ie: reverse plugs and sear springs!
- Any addition of aftermarket parts
- Unauthorized repairs done by any other than Rock Island Armory

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

- Finish, Holster wear, Scratches, Chemical damage
- After Market Magazines
- Sights not Installed by Rock Island Armory
- Recoil Springs

**WE RESERVE THE RIGHT TO CHARGE FOR LABOR, PARTS AND SHIPPING TO RETURN YOUR RIA PISTOL BACK TO FACTORY SPECIFICATIONS IF IT HAS BEEN ALTERED!**



# Rock Island Armory Warranty RMA Form

150 North Smart Way, Pahrump, NV 89060. E- Support@armscor.com

U.S. Department of Justice  
Bureau of Alcohol, Tobacco, Firearms and Explosives

## Federal Firearms License (18 U.S.C. Chapter 44)

In accordance with the provisions of Title I, Gun Control Act of 1968, and the regulations issued thereunder (27 CFR Part 478), you are licensed to engage in the business specified in this license, within the limitations of Chapter 44, Title 18, United States Code, and the regulations issued thereunder, until the expiration date shown. **THIS LICENSE IS NOT TRANSFERABLE UNDER 27 CFR 478.51.** See "WARNINGS" and "NOTICES" on reverse.

Direct ATF Correspondence To	ATF - Chief, FFLC 244 Needy Road Martinsburg, WV 25405-9431	License Number	9-88-023-08-8H-00908
Chief, Federal Firearms Licensing Center (FFLC)		Expiration Date	August 1, 2018
Name	Tracy Robertson ROCK ISLAND ARMORY/APINTL		

Premises Address (Changes? Notify the FFLC at least 30 days before the move.)  
**150 N SMART WAY  
PAHRUMP, NV 89060-**

Type of License  
**08-IMPORTER OF FIREARMS OTHER THAN DESTRUCTIVE DEVICES**

Purchasing Certification Summary: The licensee named above shall use a copy of this license to assure a transferor of firearms to verify the identity and the licensed status of the licensee as provided by 27 CFR Part 478. The signature on each cover must be an original signature, faxed, scanned or e-mailed copy of the license with a signature intended to be an original signature is acceptable. The signature must be that of the Federal Firearms Licensee (FFL) or a responsible person of the FFL. Licensee shall furnish a true copy of a license issued to the licensee named above to engage in the business specified above under "Type of License."

Mailing Address (Changes? Notify the FFLC of any changes.)  
**ARMSCOR PRECISION INTERNATIONAL  
ROCK ISLAND ARMORY/APINTL  
150 N SMART WAY  
PAHRUMP, NV 89060-**

Licensee/Responsible Person Signature	Position/Title
<i>FE Graublas</i>	COO
Printed Name	Date
FE GRAUBLAS	8/1/2015

Previous Edition is Obsolete ARMSCOR PRECISION INTERNATIONAL, 150 N SMART WAY, Pahrump, NV 89060 August 1, 2015-08-01-000000-000000 August 1, 2015-08-01-000000-000000 ATF Form 8 (5310.11) Revised October 2011

### Federal Firearms License (FFL) Customer Service Information

Federal Firearms Licensing Center (FFLC) 244 Needy Road Martinsburg, WV 25405-9431	Toll-free Telephone Number: (866) 662-2750 Toll-free Fax Number: (866) 257-2749 E-mail: NLC@atf.gov	ATF Homepage: www.atf.gov FFL eZ Check: www.atfonline.gov/fflezcheck
--	---	---

**Change of Address (27 CFR 478.52).** Licensees may during the term of their current license remove their business or activity to a new location at which they intend regularly to carry on such business or activity by filing an Application for an Amended Federal Firearms License, ATF Form 5300.38, in duplicate, not less than 30 days prior to such removal with the Chief, Federal Firearms Licensing Center. The application must be executed under the penalties of perjury and penalties imposed by 18 U.S.C. 924. The application shall be accompanied by the licensee's original license. The license will be valid for the remainder of the term of the original license. (The Chief, FFLC, shall, if the applicant is not qualified, refer the application for amended license to the Director of Industry Operations for denial in accordance with § 478.71.)

**Right of Succession (27 CFR 478.56).** (a) Certain persons other than the licensee may secure the right to carry on the same firearms or ammunition business at the same address shown on, and for the remainder of the term of, a current license. Such persons are: (1) The surviving spouse or child, or executor, administrator, or other legal representative of a deceased licensee; and (2) A receiver or trustee in bankruptcy, or an assignee for benefit of creditors. (b) In order to secure the right provided by this section, the person or persons continuing the business shall furnish the license for that business for endorsement of such succession to the Chief, FFLC, within 30 days from the date on which the successor begins to carry on the business.

(Continued on reverse side)

Cut Here X

**Federal Firearms License (FFL) Information Card**

License Name: **ARMSCOR PRECISION INTERNATIONAL**

Business Name: **ROCK ISLAND ARMORY/APINTL**

License Number: **9-88-023-08-8H-00908**

License Type: **08-IMPORTER OF FIREARMS OTHER THAN DESTRUCTIVE DEVICES**

Expiration: **August 1, 2018**

Please Note: Not Valid for the Sale or Other Disposition of Firearms.

**FFL Newsletter - Electronic Version Available**

Sign-Up Today!

FFLs interested in receiving the electronic version of the FFL Newsletter, along with occasional additional information, should submit name, FFL number, and e-mail address to: FFLNewsletter@atf.gov.

The electronic FFL Newsletter will enable ATF to communicate information to licensees on a periodic basis.