



SAI Warranty Return Form

SHIP to: B4, 510 - 77 Ave SE, Calgary, AB T2H 1C3

Firearm must be accompanied by this completed (and signed) RMA form

FIREARMS MUST BE SHIPPED UNLOADED. DO NOT SHIP AMMUNITION WITH YOUR FIREARM.

Customer Name: _____

Best daytime contact Number: (_____) _____ - _____

Name: _____

PAL number: _____

Email Address:

Model Name/Number: _____ **Serial Number:** _____

Approx Date of Purchase: _____

Dealer purchased from (if applicable): _____

Approximate rounds fired: _____ **Number of magazines included:** _____

Return Address (must be the same as used with your PAL) :

Description of issue (write on back of page if more room needed):

Terms and Conditions

Standard Warranty

The Standard warranty for a SAI rifle is ONE YEAR from the date of the ORIGINAL purchase from a dealer. As with any product, abuse and normal wear and tear are excluded. Additionally, if the firearm was modified and/or repaired by an unqualified gunsmith without prior permission from Sterling Arms International; the warranty is void.

Warranty Determination

All firearms received will be initially evaluated for a determination of whether it is covered by the firearms warranty. The customer will be informed prior to any work being undertaken if it is determined that the issue/s are not covered under warranty. If it is determined that the repair is not covered under warranty; the customer must issue a written confirmation to proceed with the repair(s), including the costs of the repair and return shipping or indicate that 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

REMOVE all accessories and optics that was not factory installed. SAI is not responsible for any and all items shipped with the rifle. Ship the COMPLETE and assembled firearm with the factory magazine. We are not responsible for items damaged due to inadequate packaging. Do not ship live ammunition in the same box.

Turn Around

SAI cannot guarantee a specific return date, but will endeavor to correct the issues as quickly as possible. When calling or emailing for status on a firearm that is being repaired, please have available: the name of the customer that sent in the firearm, the model and the serial number. We reserve the right to **replace** or **repair** the firearm at our discretion. SAI is not responsible to repair or replace any coatings or cosmetics that are not originally factory supplied; i.e. paint jobs or cerakote coatings.

Non-Standard Parts

SAI cannot guarantee the return of after-market parts and accessories. OEM parts that have been modified or altered must be replaced by OEM parts and modified or altered parts will not be returned. Owners may be charged to replace parts if it is determined that the firearm has been modified. We test all firearms with factory magazines. Do not ship aftermarket magazines unless specifically told to by the warranty personnel.

Non Warranty covered costs

If it is determined that there is a cost payable by the owner, the owner will have to make payment before the firearm will be returned. If after 30 days of being notified the firearm is ready to return and no payment has been made; the firearm will be deemed to be abandoned and SAI will dispose of as they determine.

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

Signature _____ Date: ____/____/____

Name (print) _____

Additional important warranty information

Our Firearms 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, SAI RECOMMENDS A BREAK-IN PERIOD OF 25 ROUNDS

You will void your warranty by:

- Refinishing your SAI Firearm. (other than painting the exterior)
- Misuse, Mishandling, Dropping your SAI Firearm
- Firing Remanufactured or Reloaded Ammunition
- Not properly reassembling your SAI Firearm resulting in damage.
- Any addition of aftermarket parts
- Unauthorized repairs done by any other than SAI

Limits on Warranty (will not cover)

- Finish, Sling wear, Scratches, Chemical damage
- After Market Magazines
- Recoil Springs (other than material defects)

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