

Returning a Handgun

Do not attempt to return any firearms without first calling customer service and obtaining an RMA number.

It is illegal for an individual to send a firearm through the U.S. Mail.

Customer Service

Phone: 817-573-4445

Hours: M-F, 8:30a.m.-4:00p.m. Central Time

Before returning any handgun, please contact the Bond Arms Customer Service Department. After the Bond Arms Customer Service Department has reviewed the circumstances for your return and if determined by Bond Arms to be applicable: The Customer Service Department will then supply a unique RMA (Return Merchandise Authorization) number and detailed instructions for returning your firearm.

Once a RMA number has been provided, please note the following:

Bond Arms handgun returns should be shipped through a UPS or FedEx distribution center. **It is illegal for an individual to ship a handgun via U.S. Mail or from your local post office.** Shipments of any items are subject to and must comply with all federal, state and local requirements, as well as any UPS or FedEx Requirements. Please be advised that Bond Arms assumes no responsibility for damaged goods resulting from improper or insufficient packaging/shipping. At a minimum please:

1. Record the product serial number and supplied RMA number for personal records.
2. Handgun **must be shipped unloaded** and in original case or in an unlocked, padded container able to withstand rough handling in transit.
3. **Ensure that all ammunition has been removed.**
4. It is required that handguns and live ammunition be shipped separately. **Never place ammunition in the box with a handgun return!**
5. **Fill out the Service/Warranty Contact Information form completely and include it in the box with your gun.**
6. After securing the case, package it in a plain cardboard box and any additional padding material if necessary.
7. **Important:** Write the supplied RMA number on the outside of the return box, printing clearly. Returns lacking an RMA number cannot be processed. **Do not place any marking on the outside of the shipping container that indicates that a handgun is in the shipment.**
8. **IMPORTANT: IN ORDER FOR US TO RETURN YOUR GUN TO YOU, PLEASE HAVE YOUR CURRENT PHYSICAL SHIPPING ADDRESS AS THE RETURN ADDRESS ON THE SHIPPING LABEL AND A COPY OF YOUR CURRENT DRIVERS LICENSE INSIDE THE BOX.**
9. Ship through a UPS or FedEx distribution center. Package should be addressed to:
B.A.I.
Attention: Warranty & Repair Dept.
1820 S. Morgan St
Granbury, TX 76048
10. Retain the shipping receipt for personal records.



SERVICE/WARRANTY CONTACT INFORMATION

Date: _____

Customer Name: _____

Contact Phone Number: _____

Address (Physical addresses only – no P.O. Box's or place of work addresses):

Email Address: _____

Serial Number: _____

Gun Model: _____

Reason For Return/Service Requested: _____

Brand of AMMO used: _____

Has your firearm been to Bond before?

Yes

No

If yes, for what reason: _____

Package Contents: **Please return in original box with gun lock installed. No holsters, after-market box, gun case, gun rug, etc.**

Magazine
Qty _____

Gun Lock
Qty _____

Extra Barrel
Qty _____

Other
Qty _____

Employee Name (internal use only): _____