

Terms of warranty

Warning! If the pistol is used in a manner inconsistent with its intended use and description in the User Manual, the manufacturer is not responsible for any damage, injuries, damage to the weapon or injury to the user or other persons. Thus, all claims and rights immediately expire.

Read the **User Manual** to find out what are the conditions for maintaining the warranty

1. The necessary condition for activation of warranty protection is an online registration of the purchased pistol within 30 days from the date of purchase (warranty registration card with QR code is included in the handgun box, go online <http://www.arem.si/warranty-registration>).
2. Without a properly filled warranty form on-line registration, the manufacturer will not accept the complaint.
3. The manufacturer provides a warranty for a period of **24 months** from the date of registration.
4. The manufacturer ensure good quality and efficient operation of the equipment under the warranty rights. AREX d.o.o. guarantees its pistols against defects in materials and workmanship that adversely affect their operation.
5. Warranty conditions do not cover the activities described in the User manual, which are to be performed by the user on his own (adjustments, maintenance, tightening etc.).
6. Defects or damage to the equipment revealed during the warranty period will be removed free of charge in the authorized Service the list of authorized services available on www.arem.si/warranty-services or on the website of the distributor in your country).
7. The method and scope of repair is determined by the guarantor.
8. The warranty period is extended by the duration of the repair counted from the date of delivery of the equipment to the repair point to the date of its completion.
9. Upon receipt of the equipment, the Buyer is obliged to check its complete condition and operation.
10. The warranty does not cover damage to the equipment resulting from improper or inconsistent with the instructions for use, storage, maintenance, transport, unauthorized repair or modification of the gun and, additionally, any mechanical damage.

Warranty will be void if the following occur:

- Failure to comply with instructions in the User Manual, including improper installation of original parts, produced by AREX d.o.o.
- The pistol and the original parts are altered or modified
- Periodic replacement of parts indicated in the User Manual was not performed
- Damage is caused by misuse, abuse or improper maintenance
- Unreasonable or excessive use (AREX d.o.o. reserves the right to determine what constitutes the unreasonable or excessive use of the firearm).
- Use of reloaded, remanufactured or handloaded ammunition, ammunition of different calibre than the pistol. The only allowed ammunition is SAMI and CIP certified.
- Obstruction in the barrel
- Performing repairs by unauthorized services and persons
- Any attempted mechanical intervention is prohibited and may result in legal consequences and loss of warranty.

11. All wooden parts and all accessories are excluded from warranty coverage

12. The warranty does not cover damage resulting from force majeure such as weather phenomena, floods, fires, etc.

13. The warranty does not cover any claims made by the second or subsequent owner of the firearm.