

Conditions for delivering a firearm being the subject of the complain

Warranty repairs should be executed only and exclusively in the services authorized by AREX d.o.o.

List of authorized services available at www.arex.si/warranty-services

Obligation to deliver the firearm to the Service lies with the customer

1. Contact the authorized Service indicated on the website www.arex.si/warranty-services
2. Complete the complaint sheet.
3. Detailed description of the defect is obligatory. Goods without such a description will be not accepted for repair.
4. Make sure that package contain:
 - firearm
 - complaint sheet (with exact address and telephone number and detailed description of reason for repair).In the package must be also included:
 - proof of purchase (invoice)
 - original warranty card with the date of sale (unless they are uploaded online in consultation with the Service).
5. The parcel should be properly secured for transport. All damages to the firearm resulting from inadequate protection during the transportation lies with the customer.
6. Send the parcel with your firearm to the Service
7. Shipments sent at the recipient's expense will not be collected.
8. In the absence of the warranty card, the goods will be repaired for a fee.
9. Technically functional product, sent to the service for repair (as defective), is returned at the sender's expense, plus inspection costs.
10. In the event of a justified complaint, the goods after warranty repair will be sent by courier at the expense of Service.