



PWS

THANK YOU FOR CONTACTING US

WE'RE SORRY YOU ARE HAVING ISSUES WITH YOUR PRODUCT. CUSTOMER SERVICE IS OUR TOP PRIORITY, AND WE WILL BE HAPPY TO HELP RESOLVE THIS ISSUE.

Please review our FAQ page here: <https://www.primaryweapons.com/knowledgebase>

You can find all of our product manuals and instructions on our website here: <https://www.primaryweapons.com/pws-manuals>

To submit an RMA and start the warranty process, please submit a warranty ticket here: warranty.primaryweapons.com/warranty/

1. Please click the green 'Open a New Ticket' button at the bottom of the page.
2. Fill out contact information, and ticket details regarding your product. Please be as specific as possible in describing the issues you are having. If you have photos of the product or issues, please attach them at the bottom of the ticket.
3. After clicking 'Create Ticket', the ticket will be added to our system. You should receive a confirmation email shortly after this, which will include the ticket number. If you do not receive this email, please check your junk mail folder. If you have not received the confirmation email within 1 hour of submitting the ticket, please email warranty@primaryweapons.com.

Our warranty department expectation is to respond within 2 business days of the ticket open date. Please note that PWS is closed for most major holidays and we do travel for shows throughout the year. During these times, we may not meet this expectation, but will do our best to keep up. Thank you for your patience!

YOU WILL RECEIVE AN EMAIL WHEN OUR WARRANTY TEAM RESPONDS TO YOUR OPEN TICKET!

To check the status of your warranty ticket, or respond to our warranty team regarding an open ticket, visit our warranty site: warranty.primaryweapons.com/warranty/

1. Please click the blue 'CHECK TICKET STATUS' button at the bottom of the page.
2. Enter your email address and ticket number (included in the initial confirmation email)
3. To respond to our warranty team, type your response in the 'POST A REPLY' section. You will receive a confirmation email shortly after submitting. If our warranty team cannot resolve the issue with your product by troubleshooting via our RMA system, we may request that you send the product back to PWS so our technicians can either repair or replace product.

Please note that however you ship your item to us for warranty service/repair, will be what we use to return your product to you once the issue is resolved. Please ensure you package your product(s) with plenty of packing material to ensure your items are not damaged during shipping.

PWS is not responsible for damages occurred in shipping to or from our facility in the packaging that you provide. If you have any questions regarding your ticket, please use the RMA system to communicate with our team. While our customer service team is happy to help, we receive a high number of calls. The most efficient way to communicate regarding any warranty issue, is through the RMA system.



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