Return Authorization (RA)



*21 White Pine Rd Suite 7*

*Hermon, ME 04401*

*207-817-3280*

[www.mgi@mgimilitary.com](http://www.mgi@mgimilitary.com)

**RA#:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Serial#:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Company:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Street Address:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**City, State, Zip:** \_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Email:** \_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Phone:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Item:** \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please provide a detailed description of the problem:**

\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Brand and type of ammunition used when the problem occurred:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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***SHIPPING RIFLES IN FOR SERVICE***

Should your MGI*®* firearm require service, it should be returned to the MGI*®* factory:

**To Ship Returns**

**Using UPS, USPS, or FedEx:**

**MG Industries**

**21 White Pine Rd Suite 7**

**Hermon, ME 04401**

**Phone #: 207-817-3280**

**RA# XXXX**

* Call (207-817-3280 ) or E-Mail ( [mgi@mgimilitary.com](mailto:mgi@mgimilitary.com) ) our customer service department for a Return Authorization Number (RA).
* Ensure that the firearm is unloaded.
* Do not ship any ammunition with the rifle (ship separately if needed).
* Enclose a copy of this form with the return and reference the RA# on the outside of the package.
* Customer pays shipping when returning product to MGI®. We will pay return shipping charges for warranty repaired product to customer.
* For non-warranty repairs customer will be contacted with an estimate for repair to include cost of parts, labor and return shipping.
* A restocking fee of 15% will be charged on returns for refund over 30 days.  No restocking fee will be charged if the return is the result of an MGI® error.
* Depending on the shipping method being used, please make sure returns are shipping to the correct address.