



KALASHNIKOV USA

KALASHNIKOV USA LIMITED 5 YEAR WARRANTY TERMS AND CONDITIONS

To obtain service under the Plan, visit www.kalashnikov-usa.com or call 754-222-1407 ext 8125, Monday through Friday, 8 am – 5 pm EST. You can initiate/schedule service or check on your repair status. Phone and Web support regarding product performance:

- To receive phone assistance, call 754-222-1407 ext 8125. Phone assistance for your covered products includes: Answers to questions regarding product use, diagnosis of issues, and recommendation of repair options, explanation of warranty, coverage and claims.

- To receive online assistance visit:

www.kalashnikov-usa.com

This is a legal contract (hereinafter referred to as the "Plan"). By submitting your warranty card, you understand that it is a legal contract and acknowledge that you have had the opportunity to read the terms and conditions set forth herein. This Plan, your warranty card, and your purchase receipt, containing the effective date and the product purchase identification constitute the entire agreement between you and us.

Employees or agents of Kalashnikov USA have no authority (apparent, express, implied, or otherwise) to alter or modify the terms and conditions of this Plan – either orally or in writing.

Definitions. Throughout this Plan the words "we," "us," and "our" refer to RWC Group LLC, dba Kalashnikov USA (hereinafter, "Kalashnikov USA"). The words "you" and "your" refer to the owner of the product identified by the serial number on the warranty card or the assigned Transferee. The word "product" refers to the product identified on the completed warranty card.

A. Warranty Plan.

The Warranty Plan applies to all owners of product manufactured by Kalashnikov USA who have submitted their warranty cards and agreed to the terms and conditions contained herein. This Plan covers parts and labor costs to repair your product in the event your product fails to properly operate due to:

1. Defects in materials or workmanship;
2. Normal wear and tear.

Your coverage under this Plan is effective beginning on the date you purchase your product or on the date your original product was delivered to you as stated on your purchase receipt. This Plan is inclusive of your product's manufacturer's warranty; it does not replace your product's manufacturer's warranty, but it does provide certain additional benefits as listed within this Plan during the term of the manufacturer's warranty. Products must be utilized as the manufacturer intended as stated in your manufacturer's warranty. After the manufacturer's warranty expires, this Plan continues to provide the benefits under the manufacturer's warranty, as well as certain additional benefits as listed within these terms and conditions. At our sole discretion, we have the option of (1) repairing your product, (2) replacing it with a product of like kind and quality and of comparable performance, or (3) reimbursing you for replacement with a voucher or gift card equal to the product's current market value as determined by us, not to exceed the original purchase price of your product, including taxes. Technological advances may result in a replacement product with a lower selling price than the original. Replacement parts or products may be new or refurbished to meet the manufacturer's specifications of the original part/product at our discretion. Any replaced parts/products replaced under the terms and conditions of this Plan become the sole property of Kalashnikov USA, except where prohibited by law. Our obligations under this Plan will be fulfilled in their entirety if we replace your product with a new or refurbished product, or issue you a voucher or gift card pursuant to these terms and conditions.

B. No Lemon Policy.

- After two qualified service repairs have been completed on an individual product and that individual product requires a third qualified repair for the same issue within a one year period, as determined by us, we will replace it with a product of like kind and quality that is of comparable performance or reimburse you for replacement of the product with a voucher or gift card, at our discretion, equal to the current market value of the product, as determined by us, not to exceed the original purchase price of your product, including taxes.
- Replacement products may be new or refurbished to meet the manufacturer's specifications of the original product at our discretion. Technological advances may result in a replacement product with a lower selling price than the original product.
- For clearance, open-box and other products originally purchased at a discount, we reserve the right to issue a gift card or voucher for the original discounted purchase price plus tax.
- The original product and purchase receipts must be returned to Kalashnikov USA along with authorized service repair receipts from two separate qualified service repairs to qualify. One service request number, requiring functional part(s) repair/replacement or technician-required adjustment is the equivalent of one repair.
- Keep your service receipts. Copies of service receipts may not be provided by us.
- Preventative maintenance checks, cleanings, product diagnosis, customer education, troubleshooting/ telephone diagnosis, accessory repairs/replacements, and product repairs/replacements performed by anyone other than Kalashnikov USA are not considered repairs for the purposes of the No Lemon Policy.

C. EXCLUSIONS TO COVERAGE. THIS PLAN DOES NOT COVER:

- DAMAGE TO YOUR PRODUCT CAUSED BY ACCIDENT, ABUSE, NEGLIGENCE, INTENTIONAL PHYSICAL DAMAGE, MISUSE (INCLUDING FAULTY INSTALLATION, REPAIR, OR MAINTENANCE BY ANYONE OTHER THAN Kalashnikov USA), UNAUTHORIZED MODIFICATION, EXTREME ENVIRONMENT (INCLUDING EXTREME TEMPERATURE OR HUMIDITY), EXTERNAL CONDENSATION, MOLD, IMMERSION/SUBMERSION IN LIQUID (E.G., POOL, BATHTUB), LIGHTNING, FIRE, FLOOD, WAR, TERRORISM, UNSUPPORTED AMMUNITION, ACTS OF GOD OR OTHER EXTERNAL CAUSES.
- DAMAGE CAUSED BY FAILURE TO PERFORM PROPER MAINTENANCE. LOST OR STOLEN PRODUCTS (THIS PLAN ONLY COVERS PRODUCTS RETURNED TO US IN THEIR ENTIRETY).
- COSMETIC DAMAGE TO YOUR PRODUCT INCLUDING BUT NOT LIMITED TO SCRATCHES, DENTS, AND BROKEN PLASTIC ON COMPONENTS THAT DO NOT OTHERWISE AFFECT OR IMPEDE THE PRODUCT'S FUNCTIONALITY OR MATERIALLY IMPAIR YOUR USE OF THE COVERED PRODUCT/DEVICE.
- PRODUCTS WITH SERIAL NUMBERS, MAKE, MODEL, OR OTHER IDENTIFIERS THAT ARE LAWFULLY REQUIRED AT THE TIME OF MANUFACTURE THAT HAVE THOSE IDENTIFIERS ALTERED, DEFACED OR REMOVED.
- FAILURES OR PARTS AND/OR LABOR COSTS INCURRED AS A RESULT OF A MANUFACTURER'S RECALL; FEES OR COSTS RELATED TO THIRD-PARTY CONTRACTS, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOSS OF BUSINESS, LOSS OF PROFITS, DOWNTIME, CHARGES FOR TIME AND EFFORT, OR "NO PROBLEM FOUND" DIAGNOSES.
- PRODUCT USE NOT CONSISTENT WITH EITHER ITS DESIGN OR THE WAY THE MANUFACTURER INTENDED IT TO BE USED. EXAMPLE: USING YOUR PRODUCT IN CONJUNCTION WITH UNSUPPORTED AMMUNITION OR AS A BLUNT FORCE TOOL.
- PERSONAL ITEMS LEFT ON THE PRODUCT (YOU ARE RESPONSIBLE FOR REMOVING ALL PERSONAL ITEMS FROM THE PRODUCT BEFORE SERVICE IS PERFORMED).
- THIS PLAN EXCLUDES PRODUCTS THAT ARE NOT LISTED ON THIS PLAN, INCLUDING PRODUCTS ATTACHED TO THE COVERED PRODUCT, SUCH AS THIRD PARTY COMPONENTS OR ADD-ON ACCESSORIES.
- IN EXCESS OF 3 CLAIMS.

D. Obtaining Repair or Replacement Service.

To obtain service under this Plan, visit www.kalashnikov-usa.com or call 754-222-1407 ext 8125. You can initiate/schedule service or check on your repair status. During this call we will include a fault diagnosis to clarify the problem prior to scheduling any service. Service performed will be done during regular business hours and is at our discretion.

- You are responsible for delivering and picking up your product for carry-in service.
- Repairs or replacements will be performed at our discretion by a Kalashnikov USA Service Center.
- In some cases, we may require you to ship your product for repair at your cost. Be sure to have the original purchase receipt or exchange receipt available so that your claim can be processed.
- Replacement parts utilized for repair service will be, at our sole discretion, new, refurbished or non-original manufacturer's parts that perform to the factory specifications of the product.
- If we determine, at our sole discretion, that your product cannot be repaired, we will replace it with a new or refurbished product of like kind and quality that is of comparable performance or reimburse you for replacement of the product with a voucher or gift card, at our sole discretion, equal to the current market value of the product, as determined by us, not to exceed the original purchase price of your product, including taxes.
- You have up to ninety days from the date of our no-lemon authorization or before the Plan expires, whichever comes first for you, to complete your product replacement transaction.
- Technological advances may result in a replacement product with a lower selling price than the original product.
- In some situations, product replacements will be fulfilled by replacing a component of the product such as a magazine or grips if such components were originally included with your product; these products may be mailed to you and are limited to one like item per Plan term.
- We may require you to secure your replacement product or part with a credit card number until we receive the defective product or part from you. If we do not receive your used product or part, your credit card may be charged the value of the replacement product or part.
- A service order disclaimer must be signed to obtain repairs. This service order disclaimer does not form a part of this Plan and is a separate legal document. Please refer to the service order disclaimer as additional terms/conditions may apply.

E. Obtaining repair or replacement service outside the U.S. To obtain service outside the United States in accordance with your Plan, please locate a manufacturer authorized service center/depot and drop your product off for service. Customers are required to pay the service provider for repairs and then submit your repair bill for Reimbursement.

- International service does not provide for:
- Accidental Damage from Handling coverage
- Phone/web support
- Preventative maintenance checks
- One-time accessory replacement coverage
- No Lemon coverage

To be reimbursed for the service work that has been completed and paid for by you, please call 754-222-1407 ext 8125.

F. Availability of Services.

While we try to complete service as quickly as possible, we are not responsible for delays caused by factors beyond our control, including but not limited to manufacturer delays, parts availability, shipping to a regional service facility, Acts of God or other external causes.

G. Purchaser Records.

You must have this Plan and all original purchase/exchange/service receipts to receive service under this Plan.

H. Limits of Liability.

For any single claim, the limit of liability under this Plan is the lesser of the cost of (1) authorized repairs, (2) replacement with a new or refurbished product of like kind and quality that is of comparable performance, or (3) reimbursement for authorized repairs or replacement. The total liability under this Plan is the current market value of the product, as determined by us, not to exceed the original purchase price of your product, including taxes. Technological advances may result in a replacement product with a lower selling price than the original product. In the event that the total of all authorized repairs exceeds the current market value of

the product or we replace the product, we shall have satisfied all obligations owed under the Plan.

I. Transferable.

This Plan is transferable to another owner for the product identified by the serial number on this Plan. There are no restrictions to transfer your Plan. There are no charges to transfer this Plan. The original purchase receipts, as well as any service repair receipts or exchange receipts, must be transferred to the new owner. The new owner can submit a warranty card in their name to effectuate the transfer. Call 754.222.1407 ext. 8125 or visit www.kalashnikov-usa.com to obtain a warranty card.

J. DISPUTE RESOLUTION: ARBITRATION:

TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE PRODUCT, ITS DESIGN, FUNCTIONALITY, OR MATERIALS, AND THIS PLAN, OR BREACH THEREOF, WILL BE SETTLED BY BINDING ARBITRATION IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION ASSOCIATION. UNDER THIS ARBITRATION PROVISION, YOU GIVE UP THE RIGHT TO RESOLVE ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE PRODUCT, INCLUDING ITS DESIGN, FUNCTIONALITY, MATERIALS, OR THIS PLAN BY A JUDGE AND/OR A JURY. YOU ALSO AGREE NOT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER IN ANY CLASS ACTION LITIGATION, ANY CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS. THE LAWS OF THE STATE OF FLORIDA (WITHOUT GIVING EFFECT TO ITS CONFLICT OF LAWS PRINCIPLE) GOVERN ALL MATTERS ARISING OUT OF OR RELATING TO THIS PLAN AND ALL TRANSACTIONS CONTEMPLATED BY THIS PLAN, INCLUDING, WITHOUT LIMITATION, THE VALIDITY, INTERPRETATION, CONSTRUCTION, PERFORMANCE, AND ENFORCEMENT OF THIS PLAN. A JUDGMENT UPON THE AWARD RENDERED BY THE ARBITRATOR(S) MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF. THE PARTIES SPECIFICALLY AGREE TO THE BINDING NATURE OF THE ARBITRATION.

SIGNATURE

____ / ____ / ____
DATE

THE SIGNEE AGREES TO BE BOUND BY THE TERMS AND CONDITIONS SET FORTH IN THE PREAMBLE AND SECTIONS A-J ABOVE.

ENROLLEE INFORMATION
Name:
Address:
City, State, Zip:
Email:
Telephone:

PRODUCT INFORMATION
Serial Number:
Model:
Date of Purchase:
Place of Purchase:
Dealer Address:
City, State, Zip
Dealer Email:

CUSTOMER CARE QUESTIONNAIRE
Is this your first Kalashnikov USA product? Y / N
Did you receive this with the owner's manual? Y / N
Did you read & understand all of the operating instructions? Y / N
Did you receive any instructions from a competent instructor on the safe handling of this product? Y / N
IF YOU ANSWERED NO TO ANY OF QUESTION ABOVE, IT IS OUR STRICT RECOMMENDATION, FOR YOUR SAFETY AND THE SAFETY OF OTHERS, THAT YOU DO NO ATTEMPT TO USE THE PRODUCT UNTIL YOU HAVE OBTAINED SAFE HANDLING INSTRUCTION BY A QUALIFIED INSTRUCTOR.

AFTER FORM IS FILLED OUT PLEASE SAVE THE PDF, AND EMAIL THE PDF TO WARRANTY@KALASHNIKOV-USA.COM