



NO COMPROMISE

Repair Authorization Form

Repair Authorization Number: _____

Customer Name: _____

Contact Number: _____

Shipping Address: (Must Be Physical Address No P.O. Box's)

Email Address: _____

Serial Number: _____ Model: _____

Service Requested/Explain Issue:

Approximate Round Count: _____

Ammo Used: (Brand, Type, and Grain) _____

Signature: _____

I authorize Heckler & Koch to service the firearm above in line with its [Repair and Warranty Terms & Conditions](#).

HECKLER & KOCH
5675 Transport Blvd. Columbus, GA 31907
Customer Service: (706) 701-5554 • www.hk-usa.com

GERMANY . USA . UNITED KINGDOM . FRANCE



NO COMPROMISE

Terms, Conditions, and Shipping Instructions

Heckler & Koch's gunsmithing services are subject to the [Repair and Warranty Terms & Conditions](#). Heckler & Koch reserves the right to modify its service at any time, and any services offered are subject to availability. Please note that Heckler & Koch's gunsmithing services may not be available for each model firearm.

NOTE: Firearms must be shipped in accordance with Federal, State, and Local Law

NOTE: FIREARMS MUST BE UNLOADED, AMMUNITION MUST NOT BE SHIPPED WITH FIREARM

Shipping Address

HKI
Attn: Repair Department
RMA Number
5675 Transport Boulevard
Columbus, GA 31907

Shipping Methods

Handguns must be shipping via FedEx, UPS, or by a Federal Firearms Dealer. Rifles may be shipped via USPS, or FedEx Ground. Customer is responsible for inbound shipping charges.

Shipping Instructions

All firearms must be accompanied with a completed Repair Authorization Form and according to the following procedures:

- THE FIREARM MUST BE UNLOADED WITH MAGAZINE REMOVED
- Return Authorization number on the outside of the package
- Detailed description of known issues and/or list of services requested
- If shipping from a Federal Firearms Dealer the dealer must include a current copy of their FFL, and the firearm will have to be returned to the same dealer.

Heckler & Koch will cover parts, labor, and return shipping if a manufacturer's defect is found.

If a manufacturer's defect is not found there will be a service charge of \$70.00 for labor, and \$30.00 for return shipping.

Please click the link below for more information about our Limited Lifetime Warranty.

<https://hk-usa.com/warranty/>

Heckler & Koch cannot assume responsibility for custom parts and accessories, such as stocks, special sights, or holsters, please remove these items before returning your firearm.

NOTE: FIREARMS MUST BE UNLOADED, AMMUNITION MUST NOT BE SHIPPED WITH FIREARM

HECKLER & KOCH
5675 Transport Blvd. Columbus, GA 31907
Customer Service: (706) 701-5554 • www.hk-usa.com

GERMANY . USA . UNITED KINGDOM . FRANCE