

TASCO SALES (AUST) PTY LTD

**Warranty Return Procedure**  
**FIREARMS ONLY**

**ANY PRODUCT RETURNED TO TSA WITHOUT APPROVAL WILL RECEIVE A RESTOCKING FEE OF 10%**

1. **Contact TSA Outdoors:** Prior to initiating the return, get in touch with TSA Outdoors, either through your Account Manager or the designated TSA Service Department via [service@tsaoutdoors.com.au](mailto:service@tsaoutdoors.com.au).
2. **Request a Warranty Return Authorisation (RA) Number:** Provide all necessary details about the product including the make, model and serial number and a clear description of the repair or warranty claim. Request a Warranty Return Authorisation (RA) number from TSA Outdoors. This number will be used to identify and process your return.
2. **Securely Package the Firearm:** Safely package the unloaded firearm to protect it during transit. Use appropriate padding and a sturdy box designed for shipping firearms and take necessary precautions to conceal the contents and avoid drawing attention to the package. Ensure you follow all applicable regulations or requirements specific to your state laws. Remember that TSA Outdoors is not responsible for any damages that occur while the firearm is in transit. Send the Return Firearm to the below address and provide the service department with a copy of the invoice. Accounts will then Credit your account the fee of postage.

TASCO SERVICE DEPARTMENT  
Unit 6, 9-13 Winbourne Road  
BROOKVALE NSW 2100

**Note:** If the product is being returned for a fault, and TSA Outdoors finds after testing that there is no fault, a charge may be applied to your account to cover the time for testing and return freight. Minimum charge for this is \$60 + GST.

**WA:** The above may change if Firearms goods are required to be returned from WA. We will advise of any changes to the above if and when the situation arises. Please contact your Area Sales Manager.

**Further Note:**

Warranty does not cover intentional or accidental abuse, or misuse of a product. It will also not cover items that have been used for purpose other than for which they were designed. Accidental damage (liquid spills, drops or breaks etc) is not covered by warranty. Warranty will be void if the internal components of any electronic device show evidence of being tampered with. Warranty will cover only genuine manufacturing faults. If a warranty claim is lodged, and it is found that user-error or user-misunderstanding contributed to the fault, the item will be repaired (if needed) and returned to the customer for a fee.

**T.** 02 9938 3244   **W.** [www.tsaoutdoors.com.au](http://www.tsaoutdoors.com.au)   **ABN.** 54 000 502 910

**F.** 02 9939 2972   **E.** [sales@tsaoutdoors.com.au](mailto:sales@tsaoutdoors.com.au)   Unit 6/9-13 Winbourne Rd, Brookvale, NSW 2100

**Postal Address:** PO BOX 6176, Frenchs Forest, NSW 2086