

Warranty Request

We have received your email regarding your firearm. **In all cases** we recommend a detailed clean, oil and testing the pistol with commercially available factory ammunition (we test with Gecco, S&B, and Winchester). Please check FAQ at czcustom.com for possible explanations of malfunctions. If you still have a problem we suggest returning the firearm for our examination.

Since we cannot ascertain the indicated problems (via email, phone, etc). Upon inspection of the firearm. We will make a determination if this is a warranty item.

This limited warranty is null and void if the firearm has been misused, damaged (by accident or otherwise), fired with handloaded, reloaded or improper ammunition, fired with an obstruction in the barrel, damaged through failure to provide reasonable and necessary maintenance as described in the manual accompanying the firearm, or if unauthorized repair or any alteration, including of a cosmetic nature, has been performed on the firearm. This limited warranty does not apply to normal wear and tear of any parts.

For a pre-paid and pre-insured return shipping label, please supply us with the following information so we can process your Pre-Authorized Service Notification:

Before the shipment firearms should be cleaned and oiled or a \$50 cleaning charge will apply.

*Name:	
*Address 1:	
Address 2:	
*City:	
* State:	
* Zip:	
E-mail:	
*Phone, Home or Cell:	
*Serial Number, required when returning a firearm:	
Product SKU (if available):	
*A brief description for the purpose of the return:	

Signature:

***Required fields**

The pre-paid return label and shipping instructions will be sent to you via e-mail or mail within three to five business days.

If your return is deemed to be a non-warranty repair an estimate of charges will be generated and mailed to you.

CZ Custom Shop values all of its consumers and are happy to have assisted you to the best of our ability today. Please do not hesitate to contact us should you require further assistance.