



LIMITED LIFETIME WARRANTY POLICY

1. SCOPE OF WARRANTY

ZRODelta (“the Company”) warrant that their respective products will be free from defects in materials and workmanship arising from the manufacturing process for the life of the original product. This Limited Lifetime Warranty applies for the life of the product and is transferable to subsequent owners.

In the event that a covered manufacturing defect is confirmed upon inspection, the Company will, at its sole discretion, repair or replace the defective product, or issue a refund, at no cost to the customer, excluding applicable shipping and handling charges.

2. WARRANTY AND RMA CLAIM PROCESS

All warranty claims and Return Merchandise Authorization (RMA) requests must comply with the following process:

2.1 Prior Authorization Required. No product may be returned to the manufacturer without prior written authorization from the Company. Customers must contact the Company to request a Return Merchandise Authorization (RMA) number before shipping any product. Any product returned without a valid, pre-approved RMA number will not be accepted and may be returned to the sender at the customer’s expense. Unauthorized returns do not constitute a submitted warranty claim and will not be processed.

2.2 Return Requirement. Once an RMA has been approved and issued, the product must be returned directly to the original manufacturer for inspection. No warranty claim will be evaluated, approved, or fulfilled without the manufacturer first receiving and inspecting the product.

2.3 Regulatory Compliance for Shipment. The customer is solely responsible for complying with all applicable federal, state, and local laws and regulations governing the shipment of firearms and firearm components, including but not limited to regulations set forth by the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), the United States Postal Service (USPS), and any applicable carrier policies. The Company assumes no liability for any shipment that is delayed, seized, refused, or results in legal action due to the customer’s failure to comply with applicable shipping laws and regulations.

2.4 Inspection and Determination. Upon receipt of the returned product, the manufacturer will conduct a thorough inspection to determine the nature and cause of the reported defect. Following inspection, the manufacturer will, at its sole and absolute discretion, determine whether the product qualifies for warranty coverage and whether the appropriate remedy is repair, replacement, or refund.

2.5 No Obligation Prior to Inspection. The Company shall have no obligation to repair, replace, or refund any product until a completed inspection has been conducted and a warranty determination has been made by the manufacturer.



3. INTERNATIONAL ORDERS AND EXPORT REQUIREMENTS

Customers located outside the United States of America are not exempt from the warranty return process described in Section 2. International customers are solely responsible for:

- All costs associated with shipping the product to the original manufacturer's designated facility;
- Compliance with all applicable export control laws, customs regulations, and import/export documentation requirements;
- Any duties, tariffs, taxes, or fees assessed by any governmental authority in connection with the shipment;
- Ensuring the product is properly packaged and insured for international transit.

The Company assumes no liability for products lost, damaged, or delayed in international transit. International shipments that are refused, undeliverable, or seized by customs authorities do not relieve the customer of their warranty obligations or entitle the customer to a remedy.

4. MODIFICATIONS, GUNSMITHING, AND AFTERMARKET ALTERATIONS

4.1 Warranty Voidance. Any modification, alteration, repair, or gunsmithing performed on a product by any party other than the original manufacturer — including but not limited to modifications performed by a licensed gunsmith, armorer, or third-party service provider — may void this warranty in whole or in part, at the manufacturer's sole discretion.

4.2 Aftermarket Components. The installation or use of aftermarket parts, components, accessories, or upgrades not manufactured or expressly approved by the Company may cause the product to function in a manner inconsistent with its original design specifications. The Company expressly disclaims any warranty coverage for defects, damage, malfunction, or injury arising from or related to the use of non-original or unapproved components.

4.3 Customer Acknowledgment. By submitting a warranty claim, the customer represents and warrants that the product has not been modified in any way that would reasonably affect the claimed defect, or acknowledges and accepts that any such modification may result in denial of the warranty claim.

5. EXCLUSIONS AND LIMITATIONS

This warranty does not cover:

- Normal wear and tear, including wear of consumable components;
- Damage caused by accident, misuse, negligence, or improper storage;
- Damage resulting from use of non-standard, reloaded, or defective ammunition;
- Damage caused by failure to perform routine cleaning and maintenance;



- Cosmetic damage, including scratches, dents, and surface corrosion;
- Products with altered, defaced, or removed serial numbers;
- Damage resulting from use contrary to applicable federal, state, or local law.

6. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW, THE COMPANY'S LIABILITY UNDER THIS WARRANTY SHALL BE LIMITED TO THE REPAIR, REPLACEMENT, OR REFUND OF THE DEFECTIVE PRODUCT AT THE MANUFACTURER'S SOLE DISCRETION. IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO THE PRODUCT OR THIS WARRANTY, EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

7. GOVERNING LAW AND DISPUTE RESOLUTION

This Limited Lifetime Warranty shall be governed by and construed in accordance with the laws of the State of North Carolina, without regard to its conflict of law provisions. Any dispute arising under or related to this warranty shall be subject to the exclusive jurisdiction of the state and federal courts located in North Carolina.

Nothing in this warranty limits any rights a consumer may have under applicable North Carolina law, including the North Carolina Unfair and Deceptive Trade Practices Act (N.C. Gen. Stat. § 75-1.1) or other applicable consumer protection statutes.

8. HOW TO INITIATE A WARRANTY CLAIM

To initiate a warranty or RMA claim, customers must contact the Company prior to returning any product. Unauthorized returns will not be accepted. Upon approval of an RMA request, the customer will receive written return instructions including the designated return address and required documentation.

This warranty gives you specific legal rights. You may also have other rights which vary by state or jurisdiction.