

## FAQ

### SALES AND PRODUCT

#### Q: Where can I buy UTG® products?

**A:** Leapers manufactures shooting/hunting accessories and sells them through distributors and dealers. Under Shop UTG/Find a Dealer it will show a list of companies that carry our products. If you need assistance finding any particular item or retailers in your area, feel free to contact us.

#### Q: Does UTG® sell direct?

**A:** We do not sell direct as we are wholesale only. If you need assistance finding any particular item or retailers in your area, feel free to contact us. If you are in the metro Detroit Area, please contact us and we can give you a list of local dealers carrying our products.

#### Q: Where can I get a refund or exchange for my product?

**A:** If you are seeking a refund or exchange for a different item, please contact your retailer from whom you purchased your product. We do not offer refund, credit, or exchanges since we wholesale only. We do support manufactured product warranty against material defect or workmanship issues.

### GENERAL QUESTIONS

#### Q: How do I become a UTG® dealer?

**A:** Please click on the Become a Dealer link at the top of our homepage. You can also email your contact information and a sales representative will follow up with you as quickly as possible.

#### Q: Are your products made in USA?

**A:** We design and develop products in Livonia, MI. Our products are made either here in Livonia or overseas. Currently, our Michigan-based UTG Pro® plant produces products such as Hand Guards, Stocks, Buffer Tubes, Scope Rings, Mounting Systems, and soon to be Made in USA optics line.

#### Q: Where can I find instructions on how to use my UTG® product?

**A:** User manuals can be downloaded from the product page for your item on our website if one is available. Feel free to contact our customer service department if you have any product questions.

#### Q: Where can I get a copy of your catalog?

**A:** Interested retail customers can download an electronic version from website. Our catalog includes all current products and many new development items at press time, as opposed to our website which shows the most up-to-date current items for sale.

#### Q: I believe I have a counterfeit UTG® product, how can I be sure?

**A:** A genuine UTG item comes in a well-designed retail package with clear item # and trademark symbols. Depending on the product, there may be product engravings, serial numbers, user manuals and other parts bearing Leapers/UTG marks. Our website shows product information, product image, retail package and other details for easy reference. Counterfeits very often come in plain plastic bags with no brand information or bear other knock-off brand names. Our products always ship FOB Livonia Michigan. Please be extra careful of any products shipping directly from an overseas location.

### WARRANTY

#### Q: What is UTG's Warranty Policy?

**A:** We will repair or replace defective products for the duration of the product's life span. Please refer to our Customer Service tab for additional information about Best Never Rest Warranty.

#### Q: How do I request warranty service for my product?

**A:** To request warranty service for your product, please fill out the Warranty Request form and be sure to submit a copy of your purchase receipt or any other relevant information or images with the information. Any extra information will only expedite the process. We will follow up with you within 1-2 business days. If your product needs to be returned for inspection, repair and/or replacement, you will receive a Return Authorization Number (RA#) for further processing. No return will be accepted without an RA#. Once your return is received at Leapers, the average turn over time for inspection takes about one week. You will be notified with further information when the warranty inspection is complete

#### Q: Where can I order a replacement part for my UTG® product?

**A:** We offer many replacement parts for sale through distributors/dealers, including pressure switches, adapter plates, and sunshades. To purchase, you can look online for dealers that carry the part you need. If you need parts which are not sold by our dealers such as Hand Guard barrel nuts and mounting hardware, please submit a customer service request. Since these products are not for sale, we will need a purchase receipt or an alternative proof of purchase before we are able to help locate the part for you.

#### Q: Do I have to register my UTG® optic?

**A:** We do not require you to register your scope/dot sight for warranty coverage.