



# ActionSportGames® Service Form - U.S. Version

Only one item per form. Contact your sales rep for an RMA number before filling out this form!

Company Name:

Contact Name:

Phone Number:

E-mail Address:

Shipping Address:

Sales Rep Name:

RMA Number:

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Product Name:

Reference Number:

Reason for Warranty Request:

Description of Issue Encountered:

Magazine defective	BBs fail to feed
Magazine leaks from top	Electrical issue
Magazine leaks from base	Hop-up issue
Low velocity	Blowback not functioning
Gearbox Issue	Other

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Please check for the following issues before sending in your airsoft gun or airgun for repair. Some issues can be resolved with the quick troubleshooting steps below.

1. Is the magazine filled with enough gas? (Make sure the magazine and gas are held upside down when filling)
2. Is the CO<sub>2</sub> cartridge sufficiently tightened? (Not tightening the CO<sub>2</sub> screw enough results in leaks or weak airflow)
3. Are there any BBs jammed in the barrel?
4. Is the correct magazine being used?
5. Is the battery plug fully connected? (AEGs only)
6. Is the fuse blown? (AEGs only)

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## Return/Repair Process Instructions:

1. Contact your sales rep or tech department for a Return Merchandise Authorization number.
  2. Fill out a copy of this service form for each product. (Every product must have its own service form)
  3. If shipping multiple quantities of the same product, please indicate clearly which service form goes with which product.
  4. If you are an end-user, include a copy of your purchase receipt in the shipping box.
  5. Pack the product(s) in a shipping box, and write the RMA number on the outside of the shipping box.
- Do not attempt to disassemble your airsoft gun or airgun without prior authorization from ActionSportGames.
  - When sending your airsoft gun or airgun in for repair, please make sure to include all original accessories and parts.
  - Please make sure the airsoft gun or airgun is clear of BBs, gas, or CO<sub>2</sub>, and ensure the battery is unplugged before shipping.

Ship your package to:

Attn: Tech Department  
ActionSportGames  
6144 Condor Dr.  
Moorpark, CA 93021

Your warranty claim may be rejected for the follow reasons: Unauthorized modifications or repairs, user-incurred damage from misuse or lack of maintenance, or lack of proof of purchase.