

WARRANTY AND SERVICE POLICY

PISTOLLO s.r.o.

Effective Date: January 1, 2026

OUR COMMITMENT

At **PISTOLLO s.r.o.**, every product is designed and manufactured with a strong emphasis on safety, reliability, precision, and long service life.

Each firearm, component, and accessory is designed, manufactured, and inspected in accordance with the Company's internal engineering and quality standards to ensure safe, reliable, and consistent performance throughout its intended service life.

Our commitment is to provide our customers with premium-quality products, professional technical support, and efficient warranty and service assistance. Every warranty claim is evaluated individually based on a professional technical inspection conducted by qualified personnel.

These Warranty and Service Policy define the conditions governing warranty coverage, warranty claims, after-warranty service, and the proper use and maintenance of products manufactured or supplied by **PISTOLLO s.r.o.**

Nothing contained in these Terms is intended to limit or exclude any mandatory legal rights granted to purchasers under applicable law. Rather, these Terms establish clear and transparent rules governing the relationship between the Manufacturer, its authorized distributors, dealers, and end users.

The safety of the user and all third parties shall always remain the highest priority when using any product manufactured by **PISTOLLO s.r.o.**

1. GENERAL PROVISIONS

These warranty, service and limited warranty terms ("Terms") govern the rights and obligations of **PISTOLLO s.r.o.** (the "Manufacturer") and the purchaser regarding claims arising from defects in products manufactured or supplied by the Manufacturer.

These terms form an integral part of every purchase agreement concluded between the Manufacturer, its authorized distributor, authorized dealer, and the purchaser.

Unless otherwise agreed in writing, the legal relationship between the parties shall be governed by these Terms together with the applicable laws of the Czech Republic.

Where a product is marketed outside the Czech Republic, these Terms shall apply only to the extent that they do not conflict with mandatory laws applicable in the country where the Product has been placed on the market.

Authorized distributors may provide additional warranty programs, commercial warranties, or service offerings that supplement—but do not replace or limit—these Terms.

2.DEFINITIONS

For the purposes of these Terms:

Manufacturer

PISTOLLO s.r.o.

Product

Any firearm, regulated firearm component, accessory, spare part, or other product manufactured or supplied by **PISTOLLO s.r.o.**

Purchaser

Any natural person or legal entity that has lawfully acquired the product.

Authorized Service Center

A service facility designated or approved by **PISTOLLO s.r.o.** to perform warranty and non-warranty repairs.

Authorized Accessories

Accessories, spare parts, or optional equipment expressly designated by **PISTOLLO s.r.o.** for a specific Product model or otherwise approved in writing by the Manufacturer.

Manufacturing Defect

A manufacturing defect means any defect in materials or workmanship that originates during the manufacturing process and becomes apparent while the Product is being used in accordance with its intended purpose, the Operator's Manual, and these Warranty Terms.

The following shall not constitute manufacturing defects:

- normal wear and tear
- cosmetic changes resulting from ordinary use
- damage caused by improper operation or maintenance
- damage caused by external influences
- damage resulting from unsuitable ammunition or unauthorized accessories

Normal Wear and Tear

Normal wear and tear means the gradual deterioration of the product's appearance or functional characteristics resulting from ordinary use consistent with its intended design.

Normal wear and tear shall not constitute a manufacturing defect.

3.WARRANTY COVERAGE

PISTOLLO s.r.o. warrants that its Products are free from defects in materials and workmanship that become apparent during the applicable Warranty Period, provided that the Product has been used in accordance with its intended purpose, the Operator's Manual, and these Warranty Terms.

This Limited Warranty does not cover:

- normal wear and tear
- cosmetic changes resulting from ordinary use
- defects or damage caused by any circumstance excluded under these Warranty Terms

The Manufacturer further warrants that each Product, at the time it is placed on the market:

- has been manufactured in accordance with **PISTOLLO's** approved engineering documentation
- has successfully passed all prescribed quality control inspections
- complies with all applicable technical and manufacturing standards required by the Manufacturer

Nothing contained in this limited warranty shall limit or replace any mandatory statutory rights granted to the purchaser under applicable law.

4.WARRANTY PERIOD

Unless otherwise specified in writing for a particular product, the warranty period shall be twenty-four (24) months from the date the product is first delivered to the original end user.

Where a warranty repair is accepted and performed, the warranty period shall be extended by the time during which the product was unavailable for use due to the authorized warranty repair.

The purchaser shall retain the original proof of purchase or any equivalent document confirming the date of delivery, as it may be required when submitting a warranty claim.

5.CONDITIONS FOR MAINTAINING WARRANT COVERAGE

To preserve warranty coverage, the purchaser shall ensure, in particular, that the product is:

- used only for its intended purpose
- operated in accordance with the operator's manual
- handled in compliance with all safety instructions issued by the manufacturer
- used exclusively with ammunition meeting the manufacturer's specifications
- maintained on a regular basis
- cleaned and lubricated using suitable maintenance products
- equipped only with authorized accessories or accessories approved by the manufacturer whenever such accessories may affect the product's safety or performance
- repaired only by the manufacturer or an authorized service center

Failure to comply with one or more of the above requirements does not automatically void this limited warranty.

However, if a professional technical inspection determines that such non-compliance directly contributed to the reported defect or increased the extent of the damage, the warranty shall not apply to that specific defect.

6.OWNER RESPONSIBILITIES AND PRODUCT MAINTENANCE

A firearm is a precision mechanical device whose safety, reliability, accuracy, and service life depend upon proper handling and regular maintenance.

The Purchaser is responsible for:

- operating the product strictly within its intended design parameters
- following all instructions contained in the operator's manual
- performing routine maintenance as recommended by the manufacturer

Routine maintenance should include, where applicable:

- inspection of the Product's overall technical condition
- removal of powder residue and combustion fouling
- removal of carbon, copper, lead, or other deposits as necessary
- removal of dirt, moisture, and foreign contaminants
- proper lubrication of moving components
- inspection of primary functional parts for wear
- inspection of screws, fasteners, and mounted accessories

The manufacturer recommends performing basic cleaning after every shooting session.

Where the product has been exposed to adverse environmental conditions—including moisture, rain, snow, sand, mud, dust, or other corrosive environments—the product should be cleaned and serviced without unnecessary delay.

The product has been designed to operate only within the technical parameters specified by the manufacturer.

Extended or intensive use may subject individual components to increased thermal and mechanical stress. The manufacturer therefore recommends allowing the product to cool appropriately during prolonged use.

Periodic inspections by the manufacturer or an authorized service center are also recommended based on the product's usage frequency and operating conditions.

Where a professional technical inspection determines that a claimed defect resulted from inadequate maintenance or operation contrary to the manufacturer's recommendations, such defect shall not be covered under this limited warranty.

7.COMPONENTS SUBJECT TO NORMAL WEAR

Certain components of the Product are consumable by nature and are subject to normal mechanical wear resulting from ordinary use.

The service life of these components depends primarily on:

- the number of rounds fired
- the type and quality of ammunition used
- the manner in which the Product is operated
- the quality and frequency of maintenance
- environmental and operating conditions

Components commonly considered subject to normal wear include, but are not limited to:

- barrel
- recoil spring
- hammer spring
- firing pin spring
- magazine springs
- extractor
- ejector
- firing pin
- magazine follower
- selected pins used within moving mechanisms
- other springs and components whose wear is consistent with their intended mechanical function

Normal wear of these components shall not be considered a defect in materials or workmanship and is therefore not covered under this limited warranty.

However, if a professional technical inspection determines that the failure of any such component resulted from a defect in materials or workmanship, the purchaser shall remain entitled to all rights provided under this limited warranty and applicable law.

8.SURFACE FINISH

The product's surface finish provides both corrosion protection and an aesthetic appearance.

Surface finishes, including protective coatings, are naturally subject to wear consistent with normal use.

The rate of wear depends primarily upon:

- frequency of use
- handling practices
- the type of holster or carrying equipment used
- environmental conditions
- maintenance procedures
- the environment in which the product is stored and operated

The following conditions shall not be considered manufacturing defects of the surface finish:

- minor scratches resulting from ordinary handling
- changes in gloss or sheen
- normal color variations caused by use
- wear occurring at contact points between moving parts
- slight color variations resulting from the manufacturing process
- minor cosmetic imperfections that do not affect safety or function
- damage caused by unsuitable cleaning agents or chemicals
- corrosion resulting from inadequate maintenance
- impact damage, drops, abrasion, or other mechanical abuse

The surface finish is not intended to protect the Product against excessive mechanical abuse, impacts, drops, or friction beyond normal operating conditions.

Where a professional technical inspection determines that deterioration of the surface finish resulted directly from a manufacturing defect, the Purchaser's rights shall be evaluated in accordance with these Warranty Terms and applicable law.

9.AMMUNITION

The product has been designed, tested, and approved exclusively for use with ammunition:

- of the caliber specified by the manufacturer
- complying with applicable C.I.P. or SAAMI standards

The purchaser shall use only ammunition that conforms to the product's technical specifications.

This limited warranty does not cover defects or damage resulting from the use of:

- reloaded ammunition
- hand-loaded ammunition
- experimental ammunition
- ammunition of unknown origin
- ammunition that does not comply with C.I.P. or SAAMI standards
- overpressure ammunition exceeding permissible pressure limits
- damaged ammunition
- ammunition exhibiting visible manufacturing defects
- ammunition of an incorrect caliber

The manufacturer assumes no responsibility for damage caused by the use of unsuitable ammunition.

When evaluating a warranty claim, the manufacturer reserves the right to determine, through professional technical examination, whether the nature of the damage is consistent with the use of improper ammunition.

10.ACCESSORIES AND PRODUCT MODIFICATIONS

The product has been tested, validated, and approved only in the configuration supplied by **PISTOLLO s.r.o.**

The installation of aftermarket accessories or modification of the product may affect its safety, reliability, durability, and operational performance.

Only accessories and replacement parts expressly approved by **PISTOLLO s.r.o.** shall be considered authorized accessories.

This limited warranty does not apply where a professional technical inspection determines that the claimed defect resulted from the installation of unauthorized accessories or unauthorized modifications.

Examples include, but are not limited to:

- aftermarket barrels
- aftermarket slides
- aftermarket springs
- aftermarket magazines
- compensators
- muzzle brakes
- adapters
- optical sights
- laser aiming devices
- stocks
- stabilizing braces
- any other accessory not expressly approved by **PISTOLLO s.r.o.**

Suppressors may only be used where expressly approved by the Manufacturer for the specific Product model.

Where a professional technical inspection confirms that unauthorized accessories or modifications contributed to the reported defect, the Warranty shall not apply to that defect.

11. EXCLUSIONS FROM WARRANTY COVERAGE

- This Limited Warranty shall not apply to defects, malfunctions, or damage resulting from any of the following circumstances:
- normal wear and tear
- improper handling, operation, or storage of the product
- failure to follow the operator's manual or safety instructions
- inadequate or improper maintenance
- corrosion caused by neglect or improper storage
- unauthorized repairs, alterations, or modifications
- installation of unauthorized parts or accessories
- use of ammunition not approved by the manufacturer
- accidental damage, abuse, impact, dropping, or mechanical overload
- exposure to fire, flooding, chemicals, salt water, or other aggressive environments
- intentional damage or misuse
- improper transportation or packaging of the product
- damage resulting from force majeure events

Warranty coverage shall also be excluded where:

- the serial number has been removed, altered, or rendered illegible
- the product has been materially modified without the manufacturer's written approval
- the purchaser refuses to provide information reasonably required to evaluate the warranty claim

The manufacturer reserves the right to determine, through professional technical inspection, whether any of the above circumstances contributed to the reported defect.

12.WARRANTY CLAIM PROCEDURE

Should the purchaser discover a defect believed to be covered by this limited warranty, the product shall be removed from service immediately and used no further until inspected.

The purchaser shall submit the warranty claim without undue delay through:

- the authorized dealer from whom the product was purchased
- an authorized service center; or
- the manufacturer, where permitted by applicable law or the manufacturer's service procedures

A warranty claim should include:

- proof of purchase
- identification of the product
- serial number
- a description of the reported defect
- photographs or other supporting documentation where appropriate

The manufacturer may request additional information where reasonably necessary for proper evaluation of the claim.

Where shipment of the product is required, the product must be unloaded, cleaned, securely packaged, and transported in compliance with all applicable laws governing firearms transportation.

Improper packaging resulting in shipping damage may affect warranty evaluation.

13. WARRANTY INSPECTION

Upon receipt of the product, the manufacturer or authorized service center shall conduct a professional technical inspection to determine:

- the nature of the reported defect
- whether the defect is covered under this limited warranty
- whether the product has been modified
- whether improper maintenance or unsuitable ammunition contributed to the defect
- whether safe operation of the product has been affected

Where necessary, the manufacturer may perform:

- functional testing
- dimensional inspection
- material inspection
- hardness testing
- metallurgical examination
- microscopic inspection
- additional technical analyses considered appropriate

The manufacturer's technical findings shall form the basis for determining warranty eligibility.

14.WARRANTY REMEDIES

Where a warranty claim is accepted, the manufacturer shall determine the most appropriate remedy based upon the nature of the defect.

At its sole discretion, the manufacturer may:

- repair the product
- replace defective components
- replace the entire product where repair is not reasonably practicable
- provide another remedy permitted under applicable law

Replacement parts used during warranty repairs may be either new or factory-refurbished components meeting the manufacturer's quality standards.

Any components removed during warranty repair become the property of the manufacturer unless otherwise required by applicable law.

Warranty repairs shall not extend the scope of warranty coverage beyond the original terms except where mandatory law provides otherwise.

The manufacturer shall make reasonable efforts to complete warranty repairs within an appropriate period based upon the complexity of the repair and the availability of replacement parts.

15. NON-WARRANTY REPAIRS

Where a reported defect is determined not to be covered under this limited warranty, the manufacturer or an authorized service center may offer non-warranty repair services.

Prior to commencing any non-warranty repair, the purchaser may be provided with:

- a description of the identified defect
- the proposed repair procedure
- an estimated repair cost
- an estimated repair completion time

No non-warranty repair shall be performed without the purchaser's approval, except where necessary to ensure the product can be safely transported or handled.

The purchaser acknowledges that certain replacement parts may no longer be available due to changes in production or product development.

Where original replacement parts are unavailable, the manufacturer may offer technically equivalent replacement components or another suitable solution.

16.LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, the manufacturer's liability under this limited warranty shall be limited exclusively to the remedies expressly provided herein.

The manufacturer shall not be liable for any indirect, incidental, consequential, special, or punitive damages, including but not limited to:

- loss of profit
- loss of business opportunities
- loss of use of the product
- loss of data
- transportation costs
- costs associated with substitute equipment
- commercial losses
- third-party claims

Nothing contained in these warranty terms shall exclude or limit liability where such exclusion or limitation is prohibited by mandatory applicable law.

The purchaser remains solely responsible for complying with all applicable laws governing the possession, storage, transportation, and use of firearms.

17. GOVERNING LAW AND DISPUTE RESOLUTION

Unless otherwise required by applicable local law, these Warranty Terms shall be governed by the laws of the Czech Republic.

The parties shall make every reasonable effort to resolve any dispute arising out of these Warranty Terms amicably through good-faith negotiations.

Where an amicable resolution cannot be achieved, disputes shall be resolved before the competent courts of the Czech Republic unless mandatory law provides otherwise.

Nothing contained herein shall affect any mandatory consumer protection rights granted under applicable law.

18.FINAL PROVISIONS

These warranty, service and limited warranty terms constitute the complete warranty policy of **PISTOLLO s.r.o.**

No dealer, distributor, retailer, service provider, employee, representative, or other third party is authorized to modify, extend, or waive any provision of these warranty terms unless expressly authorized in writing by the manufacturer.

Should any provision of these warranty terms be held invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.

The failure of the manufacturer to enforce any provision of these warranty terms shall not constitute a waiver of that provision or any other rights available under applicable law.

The manufacturer reserves the right to amend or update these warranty terms where necessary.

Updated versions shall apply only to products placed on the market after the effective date of such revision unless otherwise required by applicable law.

These warranty, service and limited warranty terms become effective on the date specified by the manufacturer.