

AGUILA AMMUNITION CUSTOMER COMPLAINT FORM

Date: _____

Claim #: _____

FOR OFFICE USE ONLY

Customer Information:

Name: _____

Address: _____

City/ State/Zip Code: _____

Phone Number: _____ Email: _____

Reason for contact / Ammunition issue: _____

Ammunition Information:

Store purchase: _____

Purchase date: _____

Product description: _____

Rounds purchased: _____ Do you have product left: _____

Lot number: _____

(The lot number can be found on the inner flap of the packaging in the form of a stamp or sticker.)

Please complete only if applicable:

Gun brand: _____

Gun model: _____ Gun age: _____

Gun maintenance history: _____

Please attach all supporting documents including photos of issue, ammunition box(es) with lot numbers and return to info@aguilaammo.com

*Please note, TxAT is the North American distributor of Aguila Ammunition. TxAT manages the sales and marketing in the United States and Canada and is NOT the manufacturer of Aguila Ammunition. Once your complaint has been reviewed, the staff at TxAT will work with the product specialist and quality control managers at Industrias Tecnos, S.A. de C.V., the company that manufactures and produces Aguila in Cuernavaca, Mexico, to resolve your issue to the best of our ability. Thank you for your patience and we apologize for your inconvenience.