

The goal of NGA is satisfied customers. If you are unsatisfied for any reason, we will do our best to repair or replace the defective product. If you want a full refund, these are the conditions:

- Product must be in unused, new condition.
- You must be the original purchaser.
- You must call or email NGA within 15 calendar days of purchase and describe the problem and explain why repair or replacement is not acceptable to you. We will happily refund the purchase price without argument and provide free shipping of the product back to NGA. Your refund will be sent after we verify condition of the product.

No refunds will be made for heavily used or altered products or to someone who isn't the original purchaser. NGA will stand behind its products with a full commitment to repair and/or replace regardless of use or ownership up to the point of the designed lifetime of the product. Current firearms, except for barrels and expected-wear items, are rated for 25,000 rounds. Barrels are rated to shoot safely for 25,000 rounds. Expected-wear items are gas rings and extractor spring.

No refunds will be given for shooting accuracy. There are too many user issues involved with this topic. If you are unsatisfied with the accuracy of your NGA firearm or component, please call the factory for help. In some cases, you may ask for an RMA number and then return the rifle to NGA for barrel cleaning and accuracy verification. If the rifle is found to be within the expected accuracy for its type and age, NGA will charge you a predetermined fee for the service. If the rifle is out of spec, NGA will repair it and verify accuracy before shipping it back at no cost.

If there is a problem with our product, but it is no longer in new condition, and you are unsatisfied with attempts to remedy the problem, then NGA will make a partial refund, at your request, based on fair dealing and the particular circumstances. We are under no obligation other than good will to refund the fair value of the product.

If you have shot 10,000 rounds through a rifle made by NGA and request a refund, it probably won't happen unless you are a very good storyteller.

If you have shot 100 rounds and the accuracy is clearly worse than we specify, we will likely refund 100%, although the preference is to allow a replacement. For a refund in this case, you must provide convincing evidence that you are using appropriate ammunition, have appropriate expectations for the accuracy of this product and have photos of targets confirming your claim. If you send a rifle back for refund, claiming it is out of spec for accuracy and we find it is within the accuracy specification, then we will return the rifle to you without refund.

All factory returns are carefully examined for condition. If the condition is inappropriate for the story you have told us, we may assume you are trying to rip us off. We will repair any defects and send the product back to you without refund.

For specific questions regarding Next Generation Arms' return policy, please contact support@nextgenerationarms.com or call 208-714-4220.