A message from Savage Arms Support Services:

To our valued customers, during this Covid 19 Pandemic we have made every effort to remain a full-service Customer Support organization. Many states have or will be enacting stay at home policies and with the need to practice social distancing and reduce the spread of this virus. We will, like many others, be impacted in the types of services we can provide during this time.

Beginning on Wednesday, March 25th, we will ask that instead of calling our Warranty Service Department that you simply send a “Service Request” under our Support section of our website. Please fully complete the request information boxes so one of our agents can review the request fully and either respond in writing or give you a phone call if required.

In addition, it is important to note that with many states closing non-essential businesses or going into a full shelter in place situation, many firearms dealers and FFL’s around the country are temporarily closed and thus we can’t ship out repaired firearms to these dealers and are forced to wait until they reopen to return firearms.

During this time, we will do our best to answer any questions that come in and please understand that due to the volume and nature of our questions, there will be some delay in responses. We appreciate your understanding and patience and wish you and your families good health and safety during this time.

Thank you,

Al Kasper
President and CEO
Savage Arms, Inc.