

EJI Firearms SIG Sauer Commemorative/Custom Engraving FAQs

Thank you for considering us as your dealer for SIG Sauer custom firearms! We know you probably have a lot of questions about the process, so we've put together a guide that addresses all the common questions and situations we've answered or dealt with. Our goal is to make the process as smooth as possible for you.

Starting the Ordering Process with SIG Sauer

All orders have to start with the SIG Sauer Custom Works department. Reach out to them at Commemorative.Sales@sigbauer.com to start your design and firearm(s) selection process. SIG Sauer handles the entire design/mock-up process and only once that's finalized, can we quote you a price on your chosen design/firearm(s).

The Points of Contact (POCs) for your order are responsible for obtaining the necessary approvals to use official unit/organization graphics and logos. SIG will walk you through this process and what paperwork they will need from you.

Personalized Engraving Text

Some designs include lines of "personalized" text. We do our best to capture what customers want to see engraved on their firearms. However, individuals and POCs are responsible for Quality Controlling (QC'ing) this text and we're not responsible for any mistakes submitted to us. We highly recommend that POCs obtain positive confirmation from each individual on their chosen text. SIG has the final approval on all text content and will reject any text they deem unsuitable (e.g. profanity, racist, etc.).

Once the personalized text QC sheet has been submitted and approved by SIG, the text is locked in. Changes at this point are no longer possible unless the mistake was made by us during the order submission process or by SIG during the engraving process.

Price Quote Process

Once you're ready for a price quote, e-mail us a copy of your design/mock-up at customerservice@ejifarms.com and let us know approximately how many firearms you intend to order. SIG Sauer has adopted flat pricing for their engraving services and no longer use price tiers or discounts based on the number of firearms ordered.

Based on the above, we obtain a cost quote from SIG and then give you our pricing quote. Each quote is specific to the design begin submitted. We don't offer standardized quotes. Quotes from SIG are valid for 90 days and orders must be submitted prior to that expiration date. We would have to request an extension/re-quote from SIG for any order not submitted within the 90-day quote window.

SIG reserves the right to change the pricing on their products. This usually occurs at the start of a new calendar year. They will honor the pricing of any quotes provided, however, they won't allow extensions or changes to quotes made under the old pricing.

State Sales Tax

We must charge Texas state sales tax of 8.25% on any firearm(s) being picked up from our location or shipped to a location in Texas. If a customer changes their order pick-up from an out-of-state location to one within Texas, we must collect the sales tax prior to them picking up the firearm or us shipping it to the new Texas location.

Customer Payment Process

All payments for custom firearms must be paid in advance prior to the order. There are no exceptions to this policy! We ask that groups allow us to collect payments directly from individuals, so we have a payment audit trail. Group POCs are responsible for providing us with enough information for us to build invoices. These are e-mailed directly to each customer and included an embedded credit/debit card payment link.

All funds collected go into an escrow account and are held there until we're invoiced by SIG for the firearms ordered. The POCs determine when to start and stop the payment collection process. The only limitation to the stop date is that it must occur a couple of business days prior to SIG's quote expiration date. That way we have enough time to submit the final order numbers to SIG before the quote expires.

Cancellation Policy

Once the order is submitted and accepted by SIG, absolutely no cancellations or changes are allowed! This applies to all situations including the inability to pass a background check when picking up your firearm.

Federal Firearms Licensed (FFL) Dealer Selection for Transfers

Should you opt to not pick up your custom firearms from our storefront, we do ship to any licensed FFL dealer that accepts firearm transfers. All individual transfer fees those dealers may charge are your responsibility to pay. The shipping cost is usually determined during the quote process and payment collected up front. We do have some restrictions when shipping custom firearms to other dealers:

- We're unable to ship any custom firearms to California or Massachusetts due their current firearm policies and State Laws. Exceptions may apply to Law Enforcement (LE) individuals with valid current LE credentials. We would work those exceptions on a case-by-case basis and will not be held responsible if these transfers are unsuccessful.
- We cannot ship firearms with high-capacity magazines to any state that doesn't allow them. Again, exceptions may apply for LE personnel. Customers are responsible for knowing the rules and laws for legal firearm ownership in their chosen state.
- We will not ship/transfer firearms to large chain stores such as Academy Sports, Cabela's, etc. Their transfer process is extremely burdensome on us, and their customer service is not to our standards. We've had issues with damaged firearms and transfer refusals, which produces unnecessary additional work for us and, more importantly, delays to our customers.

When selecting an FFL, please keep in mind that most will charge a 'transfer fee' for processing your firearm and accomplishing the background check/ATF Form 4473. Industry standard for these fees vary

from \$15.00 to \$75.00, but anything above \$35.00 for a regular firearm (not Class 3) is considered excessive.

There is no need to obtain copies of FFL licenses from the selected dealers. We'll reach out to them and exchange licenses with them. In some cases, dealers may no longer be in business by the time we're ready to ship the firearm(s). In those cases, we'd reach out and request the POCs select a new FFL dealer for us to facilitate the transfer.

Shipping Cost Calculation (If Applicable)

SIG doesn't offer drop shipping, so all orders will initially come to our storefront for redistribution to customers. We calculate the shipping costs from our location in Texas to where you originally stated you wanted the firearm shipped to for individual pick-up. We ship exclusively through the USPS to save on costs for our customers.

All shipments are fully insured for the price of the firearm and costs are lower if we can combine shipments to the same location. If, for any reason, a firearm is returned to us from another FFL dealer and we have to re-ship the firearm to a new location, we will collect the additional shipping cost.

Order Production Lead-Time

We have no influence over SIG Sauer when it comes to production lead times for custom firearms. Expect a minimum lead-time of 4-6 months from the time of the official order submission. We've experienced lead times up to 10 months, so be prepared for that to occur.

Order Arrival & In-House QC Process

Once the order is shipped from SIG, we'll notify the order POCs and request any final updates to the desired FFL transfer dealers we have on file (only applicable for firearms that will be shipped). Some orders are shipped via freight, so the firearms may not arrive at our location for a week or two.

Once the firearms arrive, we inspect each firearm for damage and ensure the engraving is according to the specifications provided to SIG. We also take pictures of the firearm, place paper copies of the invoice/payment with it, and then seal the box with a zip tie (current color is purple).

Order Pick-Up & Shipping Process

Once the in-house QC process is complete, we either notify individual customers their firearms are ready for pick-up or ship out the firearms to the transfer dealers. Depending on the number of firearms in an order, this entire process may take a week to complete. We will also provide the POCs with the shipment tracking information.

There are no additional fees for us to process a customer's background check and fill out the ATF Form 4473. However, you must be a legal resident of the state of Texas in order to pick up a firearm from our storefront. We're not allowed to transfer the firearm unless the residency requirements are met.

Military Personnel on orders (we will need a copy of your orders) assigned to a permanent base in Texas have dual residency. Section 921(b) of the Gun Control Act (GCA) provides that a member of the Armed

Forces on active duty is a resident of the State in which his permanent duty station is located. The purchaser's official orders showing that his or her permanent duty station is within the State where the licensed premises are located suffice to establish the purchaser's residence for GCA purposes.

Prospective firearms buyers who receive a "Denied" status on their background checks may have a state or federal firearm prohibition. The denied individual may choose to pursue a challenge and/or apply to the Voluntary Appeal File. While they're working through this process, we'll hold the firearm at no charge.

Be advised you cannot have another individual pickup your firearm, since this would be considered a 'straw purchase', a felony under Federal Law, punishable by a fine of \$250,000.00 dollars and 10 years imprisonment. The ATF defines a straw purchase as: "Buying a gun for someone who is prohibited by law from possessing one or for someone who does not want his or her name associated with the transaction." That means not only is buying a gun for a prohibited person a straw purchase, but so is buying one for a friend or family member who thinks a 4473 is a "registration" and "doesn't want the government to know that they bought a gun."

Individuals who are victims of mistaken identity or have experienced background check denials in the past are encouraged to obtain a Unique Personal Identification Number (UPIN) from the FBI.