

## CARMEL RECALL

IWI US, Inc. ("IWI") has determined that the Carmel Rifle has a safety issue with the firing pin blocker and is thereby subject to a Safety Warning and Recall Notice. IWI is issuing this mandatory recall to repair the safety issue in the specific Carmel rifles listed below.

**IWI will correct these recalled firearms at no cost to the customer, and this recall does not affect any other IWI products.**

This safety recall notice affects 1,094 Carmel rifles within the following serial number range.

CH001385 – CH003328

CORRECTIVE STEPS – There are two options:

- Option 1 – Fill out the below form to initiate the return of the Carmel.  
Option 2 – Call IWI US, Inc. Customer Service at **717-695-2081** and have the rifle's 8-digit serial number available.

- Whether you choose option 1 or 2, IWI US, Inc. Customer Service will send you shipping instructions that include a pre-addressed shipping label.

- Upon receipt of the shipping instructions, follow instructions found in the **Owner's Manual**.

- Remove the magazine from the rifle.
- Clear the firearm of all ammunition.

- Using the pre-addressed shipping label that was sent to you, ship the rifle to IWI US, Inc.

Once received by IWI US, Inc. the rifle will be repaired and returned to you within 4-6 weeks.

IWI US, Inc. apologizes for any inconvenience this has caused and will service any affected rifle in the most expedited manner possible.

If you have any questions about this recall, the rifle, or its disassembly or reassembly, please contact IWI US, Inc. Customer Service at **717-695-2081** or on our **contact page**.

### FIREARM RETURN

As of 04/28/2023 we are currently unable to perform any Tavor SAR or Tavor X95 left hand conversions. We apologize for the inconvenience.

You can ship your rifle in its original box but please be sure to place the IWI box inside a larger box for protection during shipping. If you don't have the firearm's original box, you can ship in any disposable box available. Our shipping cartons fit IWI US boxes so any third party box that comes in will be discarded and your firearm will be returned to you in a well-padded carton. Please do not ship in any personal bags or cases. If we receive a firearm in a personal case or bag, it will be shipped back to you separately and will incur an additional shipping fee.

Our turnaround time once we've received your firearm is generally 4 weeks.

Upon completing this form, you will receive an email notifying you that your submission was completed successfully. You will receive a separate email within 1-3 business days with your Return Authorization number (RA#) with additional instructions.

Please return your firearm to this address:

IWI US, Inc.  
Attn: Service Department  
1441 Stoneridge Drive  
Middletown PA 17057  
RA#

Name \*

First

Middle

Last

Address \*

Street Address

Address Line 2

City

State

ZIP Code

Billing address cannot be a PO Box.

Phone \*

Email \*

Enter Email

Confirm Email

Warranty or Non-Warranty \*

- ☐ Warranty
- ☐ Non-Warranty

Have you spoken with a Customer Service Representative?

No/Unknown

If yes please let us know who.

### TERMS & CONDITIONS

- By agreeing to the document above, I verify the information contained herein is accurate and truthful.
- Upon completing this form you agree to allow IWI US, Inc. to preform gunsmith work on your firearm. IWI US, Inc. will contact you with a total for the cost before work is completed (unless it is a conversion at a set price or covered warranty work) and/or if there is additional work to be preformed and/or if there is any additional cost. IWI US, Inc reserves the right to cancel any return.
- IWI US, Inc. reserves the right to modify, change, or discontinue this program at any time for any reason.
- If there is a charge your credit card will not be charged until your firearm is ready to be shipped back to you. You will be provided with a tracking number when it is shipped.
- All firearms require an adult signature when sent back.
- You understand the average turnaround time is 4 weeks and you many not be contacted until we have completed work on your firearm.
- You agree to send your complete firearm in. If your complete firearm is not received it will delay your return and you will be required to send in the rest of your firearm at your cost regardless if your return is warranty or non-warranty.
- FEDERAL LAW PROHIBITS THE SHIPPING OF AMMUNITION WITH FIREARMS. DEMONSTRATE YOUR KNOWLEDGE OF FIREARMS SAFETY; PLEASE DO OUR PERSONNEL, YOUR PARCEL CARRIERS, AND ANYONE ELSE THAT MAY COME INTO CONTACT WITH YOUR FIREARM THE PROFESSIONAL AND PERSONAL COURTESY OF ENSURING THAT THE FIREARM IS UNLOADED AND COMPLETELY EMPTY OF ANY AND ALL AMMUNITION.**

Check Below if Agreed: \*

☐ I Understand and Agree with the Above Term's and Conditions


Check Below if Agreed: \*

☐ I agree to send in my complete firearm, I understand it may take up to 4 weeks to complete the return once it is received and I may not be contacted until then and I confirm my firearm will be unloaded before shipping.

Additional Comments

Please complete the reCAPTCHA below.

☐ I'm not a robot



reCAPTCHA

Privacy - Terms

SUBMIT



1-717-695-2081

MONDAY - FRIDAY: 8:30 AM - 4 PM ET

1441 STONERIDGE DR. MIDDLETOWN, PA 17057

DESIGN & DEVELOPMENT BY MILE 6, LLC.



#### IWI

OUR STORY

CAREERS

CATALOGS

BLOG

E-NEWSLETTER

PRIVACY POLICY

LEGAL DISCLAIMERS

MEDIA KIT

#### SUPPORT

CONTACT

FAQ

WARRANTY REGISTRATION

SAFETY INFORMATION

DISTRIBUTORS

MANUALS

FIREARM RETURN FORM

#### FIREARMS

TAVOR® X95™

TAVOR® SAR

ZION-15

MASADA™

JERICO ENHANCED

GALIL ACE®

JERICO® 941

VIEW ALL

#### STORE

STORE

CART

MY ACCOUNT

FAQ

RETURN/REFUND POLICY

STORE SHIPPING POLICY