

SUBJECT: Important Notice Regarding WCP365 XMACRO Grip Modules

To Our Valued Customers and Partners,

At Wilson Combat, our commitment to quality, performance, and customer satisfaction is the cornerstone of our reputation. After valuable customer feedback, we identified a minor deviation in the tolerance of our WCP365 XMACRO grip modules (Item Numbers 365M and 365MS), which may affect magazine release from the module when using certain 17 round magazines. This variation has been identified in a very limited number of units across various module colors and does not happen with all 17 round magazines. Rest assured that we are testing all current inventory XMACRO modules being shipped as of 1/11/2024. All production moving forward will have been manufactured to accommodate all variations of MACRO magazines.

As a precautionary measure, we encourage customers to check if their grip modules fall within this category. If you experience any issue with your magazine not dropping free from the module, please contact us. Some customers have successfully eliminated this issue by “breaking-in” the module with repeated magazine drops until the hanging point was smoothed. If you choose to do this but still have an issue, please contact us and let us know. We are committed to replacing any grip module that does not meet our rigorous standards, at no additional cost to our customers.

This issue was identified thanks to the valuable feedback from our customers. We have since updated our testing protocols to include a wider range of 17 round magazines from multiple manufacturers, ensuring such deviations are accommodated for in our quality control process.

Next Steps for Customers:

If you have purchased a WCP365 XMACRO grip module, please visit our website or contact our customer service team for instructions on how to identify if your module is affected by this issue and how to proceed with a replacement if necessary.

We sincerely apologize for any inconvenience this may cause and assure you that we are taking every step to rectify this situation promptly. Your trust in our brand is of utmost importance, and we are dedicated to upholding the high standards that you expect from Wilson Combat products.

Thank you for your continued support and understanding. Our team is standing by to assist with any concerns or questions you may have.

Customer Service:

1-800-955-4856
info@wilsoncombat.com

Our office hours are Monday - Thursday, 8:00 AM to 4:30 PM CST, excluding holidays.

Customer Service will be closed from 1:00 PM to 1:30 PM CST.

Address

Wilson Combat® & Scattergun Technologies™
2452 County Road 719
Berryville, AR 72616
Sincerely, Wilson Combat Team