

GoAirheads Warranty Policy:

GoAirheads warranty covers all factory defects in material and workmanship in GoAirheads airsoft guns occurring during the above warranty periods. Our airsoft guns enjoy a 30 day Warranty. All other products enjoy a same day as sale warranty.

The following are not covered by the warranty:

- Damaged deterioration or malfunction resulting from:
- Accident, act of nature, abuse, misuse, neglect, unauthorized product repair, opening of or modification or failure to follow instructions supplied with the product.
- Repair or attempted repair by anyone not authorized by GoAirheads.
- Removal of the orange safety tip.
- Use of the product outside the U.S.A.
- Damaged batteries or improper use of BBs, or non approved propellants (i.e. Propane, Red Gas, 134a...etc.)
- Use in industrial, commercial, and/or professional applications.

GoAirheads will also cover:

If your GoAirheads gun is deemed defective by GoAirheads within the applicable warranty period from the date of original purchase, GoAirheads will repair, or at our discretion, replace with new, used, or equivalent model, the defective product without charge for parts or labor.

This Warranty is Only Valid in the United States

THIS WARRANTY IS EXPRESSLY MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. OUR LIABILITY IS LIMITED TO THE REPAIR OR REPLACEMENT, AT OUR DISCRETION, OF ANY DEFECTIVE PRODUCT AND SHALL IN NO EVENT INCLUDE INCIDENTAL OR CONSEQUENTIAL COMMERCIAL OF PRODUCTS LOST, STOLEN AND /OR DAMAGED DURING SHIPPING.

Obtaining Warranty Service

Please call or email GoAirheads to discuss your issue.

Goairheadssales@gmail.com

303-495-3997

If you choose to email us, please also include the following items within your email:

Full Name

Your Shipping Address

Daytime Telephone Number

Model and Serial Number (if applicable) of your product

A description of your problem

A copy of the original sales receipt. If no receipt is submitted, GoAirheads must assume the product is out of warranty.

Once you've received a response from us, you are responsible for transporting your unit or arranging for its transportation. If shipment of your unit is required, GoAirheads will issue an RMA # that must be affixed to the outside packaging of your gun and put inside the box. You must pay the initial shipping charges. If your Goairheads product is within warranty, we will pay for the return shipping charges.

Customers are responsible for the shipping and repair costs if the returned product exceeds the warranty coverage. An estimated repair cost will be given after the diagnosis on the returned item.

Please clearly mark your RMA# on the outside of your package. Packages without an authorized and clear RMA# may be refused and returned to the sender or be greatly delayed in servicing your item.

Failure to contact Goairheads or provide the required information will result in your package being refused or held until further notice.