

GoAirheads Warranty Policy:

We provide a 30 day limited parts and labor warranty to keep you covered. Our 30 day limited parts and labor warranty is to cover manufacturer's defects and modifications performed by GoAirheads LLC. The warranty does not cover abuse to the item!

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 warranty from the date the customer receives their item.

Not Covered by the Warranty:

Damaged deterioration or malfunction resulting from:

- Accident, act of nature, abuse, misuse, neglect, unauthorized product repair, opening of , modification or failure to follow instructions supplied with the product.
- Guns are used with any bb brands not offered by GoAirheads LLC
- Any abuse of the gun that is outside of normal use
- Any modifications of the gun that are not performed by GoAirheads LLC
- 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, Black Gas, 134a...etc.)
- Use in industrial, commercial, and/or professional applications.
- Return shipping costs

This warranty shall in no event include incidental or consequential products lost, stolen and/or damaged during shipping. If product is damaged during shipping that is a matter between the customer and the shipper only, NOT GoAirheads LLC.

GoAirheads Will Cover:

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

GoAirheads may determine the best way to repair/resolve the issue is to have the customer reach out directly to the manufacturer. At this point GoAirheads will provide best contact details for the customer to reach out to the manufacturer in order to cover this product. It is then up to the customer to deal directly through the manufacturer/distributor warranty.

POLARSTAR will ALWAYS be covered through POLARSTAR directly, never through GoAirheads. We simply do not have the specialized equipment that the manufacturer has for some of the repairs that need to happen to these products.

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.

Obtaining Warranty Service:

Please email GoAirheads to discuss your issue. Send all emails to:
GoAirheadsshopping@gmail.com

Please also include the following items within your email:

- Full Name
- Order # or copy of the receipt.
- Your Shipping Address
- Daytime Telephone Number
- Type of Product/Model
- A description of your problem

If GoAirheads determines the product needs to be brought back, you are responsible for transporting your product or arranging for its transportation back to GoAirheads. If shipment of your unit is required, GoAirheads will issue an RMA # that must be affixed to the outside packaging of your product and also put inside the box. It is the customers responsibility to pay initial shipping charges back to GoAirheads.

Upon arrival, GoAirheads will determine if your product is within warranty. If it is, we will pay for the return shipping charges back to you after we repair or replace it with a new or similarly used equivalent model. Customers are responsible for the shipping and repair costs if the returned product exceeds the warranty coverage. If the item is not under warranty coverage and can be repaired 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 before or provide the required information will result in your package being refused or held until further notice. To expedite the order process please send GoAirheads the tracking # after the package has been sent.