

GoAirheads Return Policy:

Only BRAND NEW products purchased from GoAirheads are allowed to be returned within 7 days. BRAND NEW means that the product has never been used and is in resellable condition with all packaging materials included. There will be a 10% restocking fee that will be taken off the return price at the time of return. Any other product that does not fall within the BRAND NEW category must see our Warranty Policy instead to get help with their purchase as their product will no longer be eligible for return.

In order to return a product that is BRAND NEW, customers must bring the product back to the store within 7 days of the original purchase with all accessories and packaging with the product. Once it is determined by GoAirheads staff that the product is still BRAND NEW then GoAirheads will refund the purchase price minus the restocking fee. If a product was bought online, customers must first contact GoAirheads below before sending the product back. This email MUST be made within 7 days of the product being delivered to the customer or else will be ineligible for return.

The customer will still be responsible for all shipping fees both to and from the customer if applicable, regardless of refund being approved or not.

Online customers should contact us by email at:
GoAirheadsShipping@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 and # of Product/Model
- Reason for Return

If GoAirheads determines the product meets our return criteria, you will be 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.

Upon arrival, GoAirheads will determine if your product is BRAND NEW as described above. If it is BRAND NEW, GoAirheads will email the customer back letting them know they have received it and will be processing the return back to the customer's card that was used for the initial purchase. This will be for the full price of the transaction minus the cost of shipping and a 10% restocking fee. This usually takes 3 business days depending on your financial institution.

If the item is determined not to be BRAND NEW, the customer will be alerted and will be sent an invoice via Paypal for the return shipping. Once the invoice is paid GoAirheads will ship the product back to the customer within 2 business days.

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.