

Tech Department Policies:

For us to work on your gun it must:

- Shoot 6mm airsoft bbs
- Be Electric, HPA or a Spring Sniper
- Have a Metal Gearbox

We do not repair the following:

- Green Gas or CO2 airsoft guns
- Magazines
- AEP's (Automatic Electric Pistol)
- Shotguns
- Spring guns (Other than sniper rifles)
- 8mm shooting guns
- Miniguns
- MOST "frankenstein" builds
- MOST brushless motors
- The following specific guns: Echo 1 GATs, Beretta ARX-160, LCT RPDs, Tippmann HPA guns, PSG1s, (Echo 1, JG, CYMA, 6mm Pro Shop or Kart M14's) or anything made by "BOLT".

We do not do the following labor:

- Modifications for R-hop and S-hop
- Drilling holes in gearboxes
- Cutting barrels
- Fixing motor internals

Please Note:

- Certain guns are proprietary and may have longer turnaround times than regular M4/AK platforms.
- Guns with Ambi. controls may have slightly longer break down and reassembly times.
- GoAirheads is not liable for any stripped screws or damage caused from extracting them.
- Due to the precision necessary to work on **HPA** parts ALL Polarstar/Wolverine/Redline products are covered directly by their own respective manufacturer warranty. GoAirheads does not have any warranty for any of these products and will only be able to help with guidance in the warranty claim process if the customers product is found to be defective. This will often (but not always) be free from the manufacturer, however may lead to slower turnaround time.
- If the customer does not pick up their gun within 1 year of completion that gun will become the property of GoAirheads and will no longer be held for the customer. It may be sold, given away or thrown away. No refunds or compensation will be given to the customer if this happens. GoAirheads will make MANY attempts to contact the customer before this happens.

Warranty Details:

- We warranty labor for 30 days however we do not warranty any parts. If a part breaks that we installed as part of the repair/upgrade then we will cover the labor cost to replace this part, however the customer will have to cover the cost of the replacement part. Parts have NO WARRANTY through GoAirheads.

Our warranty will be voided if any of the following happen to the gun:

- Opening up the gearbox or the tamper sticker is broken.
- Swapping out a motor
- Tampering with any internal parts post repair/upgrade
- External influence that leads to internal malfunction (dropping of the gun, running over it with a car etc.)
- Using a battery that is not recommended by the tech (this is based on existing components of the gun). Including using damaged batteries.
- If wires are damaged by improper use of battery installation/stock reciprocation.
- Water damage.
- "Mag dumping" guns can cause damage that will not be covered under warranty
- Using your gun in temperatures below 32 degrees fahrenheit.

Warranty Process:

- If you are having issues with your gun that you believe to be covered under warranty please bring it into our store during any of our open hours.

- If we have a Tech. available they will take a look at it to see if there is something "simple" that we can fix quickly.

- If a Tech. is not available or it is determined to be a problem that is not a "quick fix" it will be submitted as a "warranty repair" until an investigation has been launched. At this time the \$20 bench fee will be waived.

- Your gun will then be given top priority in the queue to be looked at, next in line.

-If the gun is deemed to be under warranty the parts will be ordered and the repair will be completed as soon as possible. The customer will only have to pay for the cost of the replacement parts. Labor and the bench fee will be covered by GoAirheads. The Customer will have 1 year to pick up their gun.

- If any parts that broke or were in question were an original part to the gun we received prior to our repair/upgrade, the gun will not be covered under warranty, the customer will be notified and the gun will be treated as a New Repair/Upgrade ticket. Upon pickup the \$20 Bench fee will need to be paid along with any further labor/parts needed for the gun.

Work that CAN be done but will NEVER be covered under warranty:

- **"High Stress"** builds defined as:
 - * AEG with a spring above a Matrix M125(spring density) for AEGs.
 - * Simulated Recoil guns
 - * Using bearings with an AEG that has gears below 16:1 ratio and/or using bearings with a gun that has a Matrix M125 spring.
- **"High Speed"** builds defined as:
 - * AEG's with a rate of fire higher than 25 RPS on an 11.1v lipo battery.
- Low Ratio Gear builds. This encompasses any build using gears below a 16:1 ratio (example 14:1, 13:1, 12, etc). This includes Dual-Sector Gear builds.
- Brushless Motor installs.