

IHFY WARRANTY T&C'S

Guarantees & Warranties

All damaged deliveries or shortages must be reported within 24-48 hours of receipt, any longer than this may invalidate your claim.

Standard Warranty/Guarantee

All electric rifles, spring rifles and electric pistols come with a 3 month warranty. Batteries, slings, speedloaders and chargers included with electric rifles/pistols are not covered under warranty as they are regarded as 'free' items.

Gas pistols, gas rifles & spring shotguns have a 30 day warranty.

TERMS & CONDITIONS

Returns Policy:-

In the unlikely event that your new purchase is faulty then please contact IHFY immediately (ihfy@outlook.com) to discuss your problem. At our discretion, a replacement product will be dispatched to you, although this WILL NOT happen until the originally purchased goods are returned and are confirmed to be faulty by our engineers.

No refunds will be given on any product that has been damaged by negligence, carelessness or misuse.

Unwanted products must be returned to us within 7 days and must be "AS NEW", un-opened, un-used and in the original, undamaged packaging missing no items from the packaging including the complimentary packet of BB's.

Refunds may incur a 10% restocking fee.

IF YOU HAVE ANY DOUBTS PLEASE CONTACT US IMMEDIATELY

OUR ENGINEERS ARE ALL TRAINED TO UNDERTAKE REPAIR AND REMEDIAL WORK. UNDER NO CIRCUMSTANCES SHOULD YOU ATTEMPT TO DISASSEMBLE ANY PRODUCTS PURCHASED FROM US YOURSELF -DOING SO WILL INVALIDATE YOUR WARRANTY.

PLEASE OBSERVE ANY ADVICE GIVEN AT THE TIME OF PURCHASE CONCERNING BATTERY TYPES AND POWER AS USING AN INCORRECT BATTERY IN YOUR NEW AEG WILL INVALIDATE YOUR WARRANTY.

How do I get my IHFY product repaired under its warranty?:

If a product proves faulty within the warranty period due to a manufacturing defect you should contact us immediately. We will then identify the problem and if necessary have the problem resolved under the terms of our guarantee. All valid repairs are free of charge for both parts and labour subject to the following conditions:

Conditions of the Warranty:

Original receipt required as proof of purchase. No products will be worked on under these terms without original proof of purchase.

Exclusions

The IHFY warranty does not include any the following:

- Any transportation costs incurred in transporting the item back to us for repair.
- Any breakages as a result of accidental/negligent damage.
- Any routine maintenance required
- Any faults arising from misuse
- Any faults arising from any repairs not previously carried out by IHFY or subsidiaries'
- Any upgrades that have been installed in the product other than those done by IHFY engineer's
- Any faults arising from the use of poor quality sub standard BB's. We recommend Longbow, G&G, Proball Bio & Ares.
- Any battery than an 8.4v Nimh or 7.4V Lipo has been used
- If a Gas Blow Back or Gas Non Blow Back product is being covered under our warranty then our warranty will be void if the item has been used with anything other than 134A Gas.
- Any Feet Per Second (FPS) variance. This may be different from the indicated FPS as this is only a guideline.
- External damage or wear and tear.

Your IHFY warranty is also invalidated if:

The product has been altered or adjusted in any way from its original format, this includes all internal upgrades.

Any repairs or maintenance to the item(s) have been carried out by any IHFY or other authorised personnel.

A fault has arisen from the use of poor quality sub standard BB's

You use any gas other than 134A Gas in any Gas Blow Backs or Gas Non Blow Back operated items.

All images on the website are as up to date as possible but occasionally manufacturers change colour schemes or designs slightly and images may be out of date. If in doubt please contact us to check that images are still up to date.

Shipping:

Please note we reserve the right to take up to 24 hours to dispatch your item(s) on all delivery services so please take this into account. Also note IHFY cannot be held responsible for any delays in delivery of your item(s) for circumstances out of our control. (EG: bad weather or failings in shipping service by provider.) please take this information into account when ordering to ensure you receive your order when needed.

International Shipping:

We shall have no liability to you for any failure to deliver any goods you have ordered or any delay in doing so or for any damage or defect to goods delivered that is caused by any event or circumstances beyond our reasonable control including, without limitation, strikes, lock-outs and other industrial disputes, breakdown of systems or network access, flood, fire explosion or accident.

Please note that all postage of any item for whatever reason sent back to us will NOT be refunded, however in the case of faulty products, damaged products or any situation that requires a replacement, postage back to you will be covered by us.

You are responsible for all local charges and taxes for importing goods. If a package is abandoned due to fees not being paid, we will not issue a refund.

Should an order be requested to be delivered to a country where Airsoft and the associated products are illegal, we will not be held responsible for customs seizure of your products., This includes shipping of Pyrotechnics.

No refund will be issued.

**IHFY may change the terms and conditions from time to time.
English law governs these conditions of use and any dispute connected with this site is subject to the exclusive jurisdiction of the English courts.**