

Refund & Exchange Policy

Consumers of Hubsan products are entitled to some additional consumer guarantees, these guarantees do not restrict or alter any other consumer rights that you rightfully possess.

While we hope that you are always delighted with our products, we understand that there are occasions you may want to exchange items. Within 7 calendar days of the delivery date, Hubsan will accept any Hubsan products for exchange.

For refund, Hubsan will accept all Hubsan products purchased from Hubsan official website.

For refund details on products purchased outside of Hubsan official website, please contact the authorized distributor.

To request for refund, repair or exchange services, please contact Hubsan Aftersales Team for more information, you will also be asked to fill out a mandatory Hubsan Support Form.

1. For refund services:

- a. Within 7 calendar days of delivery, Hubsan will accept items that are in new condition, unaltered and free of damages by the customer.
- b. Within 7 calendar days of delivery, Hubsan will accept items that have manufacturer defects.

2. Under these circumstances, Hubsan has the right to deny a refund service:

- a. The refund service is requested after the 7 calendar day period.
- b. Returned product is not in a new condition, unaltered, or free of damages by the customer.
- c. Returned product does not include all the original accessories, attachments or packaging.

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- d. The transaction receipt is not provided or is believed to have been tampered with.
- e. Any sign of falsification on product labels, serial number, watermarks and etc.
- f. The product is damaged by external natural forces out of our control, including fire, flood or lightning storm.
- g. After receiving a confirmation for return from Hubsan, the product must be sent back to Hubsan within 7 days of calendar days.
- h. Any malfunction or damage caused by unauthorized use or modification on the product, including exposure to moisture, any contact to external substances (sand, water, oil, etc.), or improper installation or operation.

3. You can request to exchange a product that you purchased from us if you meet one of the requirements:

- a. Within 15 calendar days of delivery, the product has sustained substantial damage from transit.
- b. Within 15 calendar days of delivery, the product does not match the original description of the product in one or more significant aspects.
- c. Within 15 calendar days of delivery, the product shows manufacturing defects.

4. Under these circumstances, Hubsan has the right to deny an exchange service:

- a. The exchange service is request after 15 calendar day period.
- b. The transaction receipt is not provided or is believed to have been tampered with.
- c. Returned product is not in a new condition, unaltered, or free of damages by the customer.
- d. Returned product does not include all the original accessories, attachments or packaging.
- e. Any malfunction or damage caused by unauthorized use or modification on the

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product, including exposure to moisture, any contact to external substances (sand, water, oil, etc), or improper installation or operation.

f. Any sign of falsification on product labels, serial number, watermarks and etc.

g. The product is damaged by external natural forces out of our control including fire, flood or lightning storm.

h. After receiving a confirmation for exchange from Hubsan, the product must be sent back to Hubsan within 7 days of calendar days.

5. Miscellaneous

a. Local credit/debit card and PayPal refunds can take up to 10 business days to process after the product has been received.

b. International credit/debit card and PayPal refunds can take up to 14 business days to process after the product has been received.

Note: In case of manufacturer's defect, we will cover the cost of return shipping for either repair or replacement, beyond that you may have to cover the shipping charge by yourself