

## Warranty Service

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. These guarantees include your entitlements of our exchange, refund and repair services.

The Hubsan warranty service will provide free repair services during the warranty period subject to the conditions outlined below. The warranty service does not cover the shipping cost of sending the product to Hubsan.

Hubsan repair facility holds the right to determine whether the product is qualified for warranty service.

Hubsan products are entitled to 1-year warranty.

All Hubsan LiPo Batteries are not covered by the warranty service.

### **1. The following conditions must be met for a product to be eligible for Hubsan warranty service:**

- a) The product has not been operated in an inappropriate way.
- b) The product was bought completely new and sealed.
- c) The product does not have unauthorized disassembling, modification or installation.
- d) No sign of falsification on product labels, serial number, watermarks and etc.
- e) The transaction receipt or proof of purchase is provided.
- f) The product is not damaged by user negligence/factor.
- g) For repair or replacement of severely damaged products (under warranty), you must provide sufficient evidence that damage occurred due to part or copter defect.

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### **2. Damage caused under these circumstances, your product is not covered by the warranty:**

- a) Unauthorized and improper modification, disassembly, and/or installation on the product.
- b) Operating under undesirable natural forces (strong wind, rain, snow, storm and etc.)
- c) Operating under the interference of an electromagnetic source or environment.
- d) Not following user instruction manual.
- e) Missing copters are not covered by warranty.

### **3. Warranty service information**

- a) Hubsan warranty service team will examine and identify the problem once the product is received. Hubsan will cover the cost of labor, material and return shipping if we have confirmed the problem is within the quality of our product.
- b) If the product is found unqualified for Hubsan warranty service, the customer can choose either to pay for the corresponding repair fee or request for the product to be sent back untouched. We will also inform the cost to repair beforehand.
- c) Customers can acquire warranty services at a designated Hubsan repair center.
- d) After receiving a confirmation for warranty service from Hubsan, the product must be sent back to Hubsan within 7 calendar days.

## **Paid repairing service**

Hubsan also provides paid repair services for customers that do not meet our requirements for warranty services or refund and replacement policy. For our paid repair service, you will be charged for diagnostic, labor, material and delivery fee.

There will be no definitive costs until the product has been examined. If you choose not to proceed with the repair service after we examined the unit(s), you will be charged with diagnostic fee and the return shipping fee, these fees will be provided to you before you ship your product to us.