

AFTER-SALES SERVICE POLICIES

Thank you for purchasing the drones from Shenzhen HEISHA Technology Co.,Ltd. (HEISHA). For the sake of your interest and financial safety, please read the after-sales service policies carefully.

The warranty period is valid for 12 months since the client successfully receives the goods.

The following items are in effect within the warranty period of 12 months.

WARRANTY SERVICE

Our goods come with guarantees that cannot be excluded under local consumer law. You are entitled to have the goods repaired or replaced if the goods arrive damaged (if the repair exceeds the cost of the very vehicle, new craft will be provided).

The benefits we provide under the HEISHA Warranty Service are in addition to other rights and remedies you may have at law. The HEISHA Warranty Service is not intended to limit, modify or restrict your consumer guarantee rights in any way.

HEISHA agrees to repair a product during the warranty period subject to the conditions outlined below. If the problem is not covered under the HEISHA Warranty Service, you may have to pay for the cost of return delivery and the replacement of the parts. We will tell you previously if that is the case.

1. You will only be eligible for our HEISHA Warranty Service where the following conditions are met:

- a. The product must not have been subjected to abnormal or unauthorized used, as intended by the manufacturer during the warranty period.
- b. No unauthorized disassembling, modification or installation has been performed on the product or a component.
- c. Product labels, Serial Numbers and etc. show no signs of tampering or altering.
- d. You provide a valid proof-of-purchase, receipt or order number (for HEISHA Direct Sales).

2. The following situations are not covered by the HEISHA Warranty Service:

- a. Crash or fire damage caused by non-manufacturing factors.
- b. Damage caused by unauthorized modification, disassembly, shell opening not in accordance with official instructions or manuals.
- c. Damage caused by improper installation, incorrect use or operation not in accordance with the official instructions or manuals.

- d. Damage caused by unauthorized repair.
- e. Damage caused by unauthorized modification of circuits, mismatch or misuse of battery and charger.
- f. Respective product has not been posted to HEISHA within 7 calendar days after warranty service confirmation from HEISHA.

3. Essential Information for Warranty Service

- a. Customers are responsible for shipping costs when sending product(s) in for return, repair or replacement under the HEISHA Warranty Service.
- b. Technical staff of after-sales service centers will examine the returned product to identify the problem. If it is a quality problem with the product itself, HEISHA will accept test, material, labor, and delivery costs for sending the repaired product back to the customer.
- c. If HEISHA determines that the product is not covered under the HEISHA Warranty Service, the customer will have to pay the cost of repair and return delivery prior to repairing or sending the product. Examination, material and labor costs will be charged according to the nature of the problem. We'll tell the customer beforehand what the costs will be.
- d. Please note that products and components presented for repair may be replaced by refurbished goods of the same type rather than being repaired. These refurbished goods have been tested and are similar to brand new goods in functions and appearance. If any refurbished parts or units do not meet our quality assurance requirements, brand new parts or units will be issued. Any replaced parts may come with different serial numbers.
- e. Please be aware that where the product is capable of retaining user-generated data, this may be lost during the repair process. We therefore recommend that you back up your data prior to any repair.
- f. The customer can call HEISHA repair center for more information about the HEISHA Warranty Service repair process.

CUSTOMER PAID REPAIR SERVICE

HEISHA also provides our customers with an optional customer paid repair service for products that do not meet the conditions of our Warranty Service. For the paid repair services we offer, you will be charged for diagnostics, labor, materials, tax, repair and delivery.

If you request not to proceed with these repair services, you will be liable for payment of return delivery of your product(s), as well as the cost of diagnosis. We will tell you what these costs will be, before you return a product to us for diagnosis.

Diagnosis is free of charge if the product is within the terms of HEISHA Warranty Service Policy.

1. Customer Paid Repair Service will include the following:

- a. Products that are no longer covered under the HEISHA Warranty Service.
- b. All other situations that do not meet with the conditions pursuant to the HEISHA Warranty Service (see details in Warranty service terms).

2. Essential Information for Paid Repair Service

Please note that products and components presented for repair may be replaced by refurbished goods of the same type rather than being repaired. These refurbished goods have been tested and are similar to brand new goods in functions and appearance. If any refurbished parts or units do not meet our quality assurance requirements, brand new parts or units will be issued. Any replaced parts may come with different serial numbers.

Contact Us:

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