

# AFTER-SALES SERVICE POLICIES

## Free warranty service terms

Meet the following conditions: from the date of product sale, within the effective warranty period of the product (The warranty period for different parts of the product may vary. Please refer to the appendix list for details). Ideafly will provide free product warranty service. The customer does not need to pay for the inspection fee, labor cost, replacement parts fee, test fee, and courier fee at the time of return of repair goods (The shipping cost will be borne by the customer).

### 1. The implementation of free warranty service must meet the following conditions

Normal use of purchased products within the specified product warranty period, Non-human performance failure; No unauthorized disassembly, modification or retrofitting without the guidance of unofficial instructions, and other non-human caused failures; Machine serial number, factory label and other labels have no signs of tearing or alteration; Provide valid proof of purchase, documents and order number.

### 2. The following conditions are not covered by the free product warranty service

Accidents and burn-outs caused by man-made non-product quality problems;

The damage caused by the unauthorized modification, dismantling, and shell opening of the unofficial instructions has occurred;

Damage caused by improper installation, use, and operation not directed by the instructions;

Damage to the circuit due to unofficial instruction manual circuit modification or improper use of battery packs and chargers;

All damage caused by flying and shooting not following the product manual;

Damage caused by manipulation in harsh environments such as high winds, rain, dust, etc.;

Damage caused by manipulation in a complex or strong electromagnetic environment, such as mining areas, transmission towers, high-voltage lines, substations, etc.;

Corresponding damage caused by interference with other wireless devices, such as transmitter, video signal, Wifi signal interference, etc.;

Damage caused by taking off over safe take-off weight;

Damage caused by forced flight if components are worn or damaged;

Corruption due to reliability and compatibility issues when used with non-ideafly certified third-party components;

Insufficient discharge caused by insufficient battery or using batteries with quality problems.

### 3. Warranty requirements

Users need to pay the courier fee to return the problem product. After receiving the problem drone, the product will be tested for faults to determine the responsibility of the problem. If it belongs to the quality of the product itself, Ideafly will be responsible for the inspection fee, material fee, labor fee and courier fee.

If the tested product does not meet the free maintenance conditions, the user pays for maintenance or negotiates with the user to return the original machine.

If the problem you are experiencing is not covered by the warranty or caused by human factors, we will charge inspection fee, replacement parts fee, test fee and labor fee according to the nature of the problem.

## 4. Ideafly Product main parts warranty schedule

| Product     | Main Components   | Warranty Period |
|-------------|-------------------|-----------------|
| Poseidon480 | Frame             | No warranty     |
|             | Main Controller   | 6 Months        |
|             | Battery           | 3 Months        |
|             | Transmitter       | 12 Months       |
|             | Motor             | 3 Months        |
|             | ESC               | 12 Months       |
|             | Propeller         | No warranty     |
|             | Remote Controller | 12 Months       |
|             | Charger           | 3 Months        |
|             | Gimbal and Camera | 6 Months        |

## Payment Service Terms

1, In the event that the free warranty terms cannot be met, Ideafly will provide paid product repair service. The customer needs to pay the inspection fee, labor cost, replacement parts fee, test fee, and courier fee when the repair product is sent out for product repair. If the customer abandons product maintenance, During the warranty period, the product will need to pay the courier fee at the return of the returned product. Products outside the warranty period will be subject to product inspection fees and courier fees for return of returned products.

2, The following conditions are covered by the paid repair service

Exceeds the effective warranty period of the product;

All non-free maintenance situations;