

Disclaimer & After-Sales Policy

免责声明和售后政策

V1.0

www.droneer.com

Disclaimer

- Before Using the product, please read this document and follow the safety instructions herein.
- When Using the product, it indicates that users have understood & acknowledged all the terms and content in this document. Please be responsible for their own actions and all consequences arising therefrom, and promise to use this product solely for legitimate purposes. Using the product signifies that users have read and accepted this clause, all relevant policies and guidelines from Shenzhen Zhimu Technology Co., Ltd. (namely Droneer, hereinafter). Zhimu Technology (Droneer) reserves the right to update this statement.
- This product is not a toy and is not suitable for use by minors. Keep this product out of the reach of children.
- This product is a complex device incorporating advanced technology. It requires a certain level of basic knowledge to operate and control.
- Zhimu Technology disclaims all express or implied warranties for this product, including but not limited to merchantability, fitness for a particular purpose, or non-infringement. Users (not Zhimu Technology) assume all costs for necessary services, repairs, and corrections to the fullest extent permitted by law.
- Users shall bear full responsibility for consequences of unauthorized modification/replacement of components.
- Zhimu Technology is not liable for losses due to users' non-compliance with the user manual.
- Zhimu Technology is not liable for personal injury, property damage, or legal violations due to safety regulation breaches or improper operation.
- Zhimu Technology reserves the right to suspend delivery or terminate cooperation without liability if users violate export control or economic sanctions laws.
- Per the Interim Regulations on UAV Flight Management, all UAV owners shall register their UAVs with real names.

Legal Regulations and Restrictions

- Using the product to enter no-fly zones stipulated by laws and regulations is prohibited.
- Using the product near sensitive buildings/facilities (e.g., power stations, prisons, gov buildings, airports, etc.) is prohibited.
- Modifying this product or using it for other illegal purposes is prohibited.
- Using the product at large-scale event venues (e.g., sports stadiums, concerts, exhibitions) is prohibited..
- Using the product for illegal or improper activities (e.g., military operations) is prohibited.
- Using the product to violate others' right to privacy is prohibited.
- Using the product for any form of commercial activity is prohibited.
- Using the product to infringe upon others' rights and interests is prohibited.
- Using the product to carry or throw any illegal or dangerous items is prohibited.
- Flying in airspace exceeding the limited altitude is prohibited.

Export Control

Compliance with Export Control Laws

The export, re-export, or transfer of this product is governed by China's export control laws and other applicable export control laws. Unless permitted by applicable export control laws or obtained with the approval of relevant export control authorities, use, sale, transfer, lease, or other actions regarding this product must ensure:

- No violation of the embargo policies of applicable export control laws.
- No transactions with end-users prohibited by applicable export control laws.
- Use solely for civilian purposes, not for military purposes.

Export Compliance Disclaimer

Users shall comply with Chinese and other export control laws. In the event that your use, sale, transfer, lease, or other actions involving this product result in violations of such laws, users shall independently assume the corresponding legal responsibilities. Zhimu Technology shall not be liable for any violations of export control laws. Zhimu Technology and its affiliates, personnel, and representatives do not bear any legal liabilities, damages, and related costs (including but not limited to legal fees) arising from such violations.

After-Sales Policy

Return Policy

- Return Period:** Unopened new equipment may be returned within fifteen days of delivery (calculated from the customer's receipt date). Returns are not accepted after this period.
- Return Conditions:** Opened, used, or damaged products are not eligible for returns. For original & new-condition items requiring repackaging/inspection, a 15% restocking fee (based on product price) applies.
- Cost Bearings:** You shall bear the transportation costs of returning the unwanted product to the warehouse, as well as other fees incurred during transportation, including but not limited to tariffs, taxes, and customs clearance fees. We recommend using tracked logistics for safe and traceable delivery.

Warranty Policy

When you encounter problems during the use of Droneer products, we are ready to assist you at any time. Please read the following instructions for applying for warranty services to resolve your issues.

I. Warranty Period

Zhimu Technology provides a 30-day warranty for Droneer-branded FPV kits and accessories, starting from the delivery date. If the product develops defects or malfunctions not caused by human error or force majeure, you can apply for warranty service.

II. Application Conditions & Material Preparation

- Valid Proof:** Provide a valid purchase certificate (e.g., receipt or order number) when applying for warranty service to confirm purchase time and channel.

- Fault Description:** Submit photos/videos of the defective part and a detailed problem description to help us accurately diagnose the issue.

III. Types of Warranty Services

- Factory Defects & Quality Issues:** If professional inspection confirms factory defects or quality control issues, we will replace defective components for free with no charges involved.
- Post-Flight Damage/Defects:** For damage or defects occurring after multiple flights, we will provide a coupon for discounted replacement products.

IV. Application Process

Please submit the above application materials to our after-sales team via designated channels (e.g., after-sales email or customer service platform). We will review your application within two working days and promptly notify you of the results and follow-up plans.

After-Sales Policy Instruction

- Self-Assembled Products After-Sales:** This policy applies only to Droneer self-assembled products purchased directly. Eligible refunds are limited to the product's purchase price.
 - Authorized Dealer Purchases After-Sales:** For products bought from Droneer authorized dealers, the dealers will provide free replacement parts for covered after-sales issues.
 - Non-Warranty Issue Handling:** Droneer's after-sales team will assess issues per the warranty policy. For non-warranty cases (detailed in "Matters Not Covered"), an exclusive discount offer will be provided.
 - Once the product is powered on & takes flight, returns or exchanges will not be accepted unless due to a quality issue. Please ensure you confirm your needs before activation. To process a return or exchange, the item must be in pristine condition and not affect the secondary sales (must be unused and unactivated; free from any wear, scratches, stains, or damage; include all complete accessories without any missing parts; and the original packaging must be intact, with its structure undamaged and restorable).
- Crashes or fire damage caused by non-manufacturing factors, including but not limited to pilot errors.
 - Water damage or other damages caused by improper installation, incorrect use, or failure to operate in accordance with the official instruction manual.
 - Damages caused by unauthorized service providers.
 - Damages caused by unauthorized circuit modifications and improper pairing or misuse of battery chargers.
 - Damages caused by operating the product in adverse weather conditions (such as strong wind, rain, snow, sandstorms, etc.).
 - Damages caused by operating the product in environments with electromagnetic interference (such as in mining areas or near radio transmission towers, high-voltage lines, and substations).
 - Damages caused by operating the product in environments with other wireless device interference (such as transmitters, video downlinks, WiFi signals, etc.).
 - Damages caused by collisions when components are aged or damaged.
 - Any issues arising from operating the device with low battery or defective batteries of any type are not the responsibility of Droneer.
 - Issues caused by third-party products and their warranties, such as those involving TBS and DJI, must be resolved directly with the third-party companies for warranty support.
 - Damages to the product caused by unexpected traffic accidents (such as the aircraft being collided by a moving vehicle) or third-party intentional damage (such as being maliciously shot down) during flight are not covered by the warranty.

After-Sales Issue Handling & Repair Policy

I. Fault Diagnosis & Preliminary Handling

- You can feedback product issues to us via Droneer email or the official website. The after-sales team will promptly respond, communicate with you, and diagnose the problem.
- During the diagnosis process, the after-sales team will guide you to download and install specific firmware updates to resolve some software compatibility or functional issues.

II. Process for Sending for Repair

- If the problem cannot be resolved through firmware updates or you are unable to replace defective components by yourself, you need to send the product to the Droneer repair center for professional repair. Before sending it for repair, ensure that all components are cleaned and free of grease, dust, and other residues.
- Upon receiving the product, the repair center will conduct a comprehensive inspection to determine the specific cause of the problem.
- If the problem meets the service conditions of this warranty policy, Droneer will bear the cost of product replacement or free repair.
- If inspection confirms the issue is not covered by the warranty, we will offer paid repair service. Droneer will provide a detailed repair quote before starting work and proceed only with your consent. If you reject the quote, we will negotiate shared return shipping costs and not perform repairs.

III. New Product Replacement Service

- After inspection, if the product cannot be used normally, we will provide a new product of the corresponding model to replace the original device or accessories.
- If burnout or water damage causes severe, irreparable product failure, we will provide a replacement service instead of repair. Replacements will be arranged promptly upon receipt of the returned product.

Notes

- The customer shall bear the freight for sending the product to the Droneer repair center.
- Repair Application Process:** Download the specified repair form, fill in all details truthfully, and email a copy to Droneer. After technical review and approval, print the form and send it with the aircraft to the repair center.
- Shipping Requirements:** Use the original product packaging for shipping. Ensure all accessories (e.g., propellers, antennas, receivers) are properly packed to prevent loss or damage during transit.
- Logistics Tracking:** Provide the logistics tracking number to Droneer customer service after shipping to help us monitor the product's status and improve after-sales response efficiency.
- After-sales policy information on the Droneer official website serves as the final reference. Policy updates may be made without prior notice; thank you for your understanding.
- Shenzhen Zhimu Technology Co., Ltd. reserves the right of final interpretation.

免责声明

- 在使用本产品前，请使用者仔细阅读本文档，并遵循其中的安全规范和警告。
- 使用本产品，即视为您已理解、认可和接受本文档全部条款和内容。使用者承诺仅自己的行为及因此而产生的所有后果负责。使用者承诺仅出于正当目的使用本产品。使用本产品视为您已经阅读并认可本条款以及深圳市智目科技有限公司（Droneer）制定的所有相关政策和准则，本公司保留更新本声明的权利。
- 本产品非玩具，不适合未成年人使用。请勿让儿童接触本产品。
- 本产品是复杂的产品，采用先进技术，具有极快的飞行速度，同时具有一定的危险性，需要有一定的基础知识才能操作和控制。
- Droneer不对本产品提供任何明示或暗示的保证，包括但不限于可销售性、特定用途的适用性或不侵权的暗示保证。在法律允许的最大程度下，使用者（非Droneer）承担所有必要服务、维修及修正的所有费用。
- 使用者应对擅自改装、更换产品部件造成的任何后果承担全部责任。
- Droneer不承担因用户未按本文档及《用户手册》使用产品所引发的一切损失。
- 任何违反安全规范的行为或操作不当引发的人身伤害、财产损失，违反当地的法律法规等，Droneer不承担任何责任。
- 如使用者违反适用的出口管制或经济制裁法律法规，Droneer有权立即暂停向使用者交付产品或终止相关合作，且不承担任何责任。
- 根据《无人驾驶航空器飞行管理暂行条例》规定，民用无人驾驶航空器所有者应进行实名登记注册。

法律法规与限制

- 禁止使用本产品进入法律法规规定的禁飞区。
- 禁止在敏感建筑设施，包括但不限于：发电站、水电站、监狱、交通要道、政府大楼、公共设施、军事设施、保密设施、客运站、机场、车站、港口、地铁站等附近使用本产品。
- 禁止将本产品进行任何改装或用于其他非法用途。
- 禁止在大型活动现场使用本产品，包括但不限于体育比赛场馆、演唱会、展会等。
- 禁止使用本产品进行任何违法及不当行为（包括但不限于军事行动等）。
- 禁止使用本产品进行任何违反他人隐私权的行为。
- 禁止使用飞行器进行任何形式的商业行为。
- 禁止使用本产品侵犯他人权益。
- 禁止使用飞行器搭载或抛掷任何违法危险物品。
- 禁止在超过限定高度的空域飞行。

出口管制

遵守出口管制法律

本产品的出口、再出口或转移至中国的出口管制法律及其他适用的出口管制法律管控。除非适用的出口管制法律允许，或者获得相关出口管制主管机构的许可，您对本产品的使用、销售、转让、出租或其他行为需要确保：

- 不违反适用出口管制法律的禁止运政。
- 不与适用出口管制法律禁止的最终用户进行交易。
- 仅用作民用用途，不用作军事用途。

出口合规免责声明

您需要遵守适用的中国及其他适用的出口管制法律，任何由于您使用、销售、转让、出租本产品或其他行为导致违反前述适用的出口管制法律的情形下，您将独立承担相应法律责任。Droneer在任何情况下均不对您违反适用的出口管制法律的行为负责，并且您还应保障Droneer及其附属机构、管理人员、员工、代理商、代表人免因您的前述行为而遭受任何法律责任和损害，并承担相关费用，包括但不限于律师费、差旅费等。

Droneer售后政策

退货政策

- 退货时效：**我们为您提供未拆封新设备自产品交付之日起15天的退货服务，计算以交付客户的时间为准。一旦超出15天，将无法办理退货。
- 退货条件：**若收到的产品已被打开、使用或出现损坏，将无法享受退货服务。若物品虽保持全新状态，但需重新打包、装配、检查、包装，我们将收取商品价格15%的重新上架费用。
- 费用承担：**您需自行承担将不需要的产品寄回仓库所产生的运输成本，当产品在运输过程中涉及的关税、税费、清关费等其他费用，为确保包裹运输安全与可追溯，建议您选择带有订单跟踪功能的物流服务。

Droneer保修政策

当您在使用Droneer产品的过程中遇到问题时，我们随时为您提供帮助。请您仔细阅读以下保修服务申请说明，以便快速解决您的问题。

一、保修期限

深圳智目科技为用户提供穿越机的整机及配件产品30天以内的保修服务。保修期自产品交付客户之日起计算。在保修期内，如产品因非人为因素或非不可抗力因素导致损坏或出现异常，用户可申请相应的保修服务。

二、申请条件与材料准备

- 有效凭证：**申请保修服务时，您需提供有效的购买证明，如收据、订单号等，以便我们确认产品的购买时间与渠道。
- 故障说明：**请通过照片或视频的形式，清晰展示产品的缺陷部分，并详细描述您遇到的问题，这将有助于我们更准确地判断产品故障原因。

三、保修服务类型

- 出厂缺陷或质量问题：**经我们专业检测，若确认为产品存在出厂缺陷或质量问题，我们将免费为您直接发货替换有缺陷的零部件，整个过程不会向您收取任何费用。
 - 多次飞行后出现的损坏或缺陷：**对于经过多次飞行后，被认定为损坏或存在缺陷的产品，我们将为您提供折扣券，助力您以优惠价获取更新的替换产品。
- ##### 四、申请流程
- 请将上述申请材料，通过[指定渠道，如售后邮箱、客服平台等]提交给我们的售后团队。我们将在2个工作日内对您的申请进行审核，并及时反馈审核结果与后续处理方案。

售后政策说明

- 自组装产品售后：**本售后政策仅适用于您购买的Droneer自组装产品。若您符合售后条件申请退款，退款金额将仅以商品购买价格为准。
 - 授权经销商处购买产品售后：**若您从Droneer授权经销商处购买产品，当产品出现售后问题时，授权经销商将免费为您发送替换零件。
 - 非保修范围内问题处理：**Droneer售后团队会依据既定的保修政策，对售后问题进行严格判定。若经检测，所涉问题不在保修政策范围内（具体可查看Droneer售后政策不涵盖内容条款），Droneer将为您提供专属折扣优惠。
 - 产品一经上电起飞，若非质量问题，恕不接受退换。请您在购买前务必确认自身需求。如需办理退换货，商品须保持完好，不影响二次销售（未激活使用；无任何磨损、划痕、污渍或损坏；配件齐全、无缺失；原包装完整，且未破坏无法复原的包装结构）
- ### Droneer售后政策不涵盖内容
- 非制造因素引起的坠毁或火灾损坏，包括但不限于飞行员错误。
 - 由于安装不当、使用不正确或未按照官方说明书操作而导致的水损坏或其他损坏。
 - 非授权服务提供商造成的损害。
 - 电路非授权修改和电池充电器配对不当或误用所造成的损害。
 - 在恶劣天气条件下（如强风、雨、雪、沙尘暴等）操作产品所造成的损害。
 - 在存在电磁干扰环境中（如在采矿区域或靠近无线电发射塔、高压线路和变电站等）操作产品所造成的损害。
 - 在存在其他无线设备干扰环境中（如发射机、视频下行链路、WiFi信号等）操作产品所造成的损害。
 - 组件老化或受到破坏时发生碰撞导致的损坏。
 - 使用低电量或有缺陷的任何形式电池运行该设备导致产生的任何问题都与Droneer无关责任。
 - 由第三方产品及其保修引起问题，例如涉及TBS和DJI公司问题，客户必须直接向第三方公司获得保修支持。
 - 在飞行过程中，遭遇意外交通事故（如飞行器被行驶中的车辆碰撞）、第三方人为破坏（如被他人恶意击落）等意外情况，导致产品损坏，不在保修范围内。

Droneer售后问题处理及维修政策

一、故障诊断与初步处理

- 沟通渠道：**您可以通过Droneer电子邮件或官网，向我们反馈产品问题。售后团队将及时响应，与您沟通并尝试诊断问题。
 - 固件更新指导：**在诊断过程中，售后团队可能会指导您下载并安装更新的固件更新，以解决部分软件兼容性或功能性问题。请按照我们的指引进行操作。
- #### 二、送修判定与流程
- 需送修的情况：**若通过固件更新无法解决问题，或者您无法自行更换有缺陷的零部件，您需要将产品送至Droneer维修中心进行专业维修。送修前，请确保所有组件均已清洗干净，无油脂、灰尘等残留物质。
 - 维修中心检测：**维修中心收到产品后，将对其进行全面检查，以确定问题的具体原因。
 - 保修范围内处理：**若问题符合本保修政策的服务条件，Droneer将承担产品替换或免费维修的成本。
 - 保修范围外处理：**若经检测，问题不在保修政策范围内，我们将向您提供付费维修服务。在开始维修前，Droneer会向您提供详细的维修报价。待您同意后，我们才会开展维修工作。若您不同意维修报价，Droneer将与您协商分担产品返还的运输成本，且不会进行任何维修操作。

三、新品替换服务

- 无法使用的情況：**经过测试，若产品不能正常使用，我们将提供相应型号的新品，替换原有不能或配件。
- 烧毁与水损坏处理：**若产品因烧毁或水损坏，导致性能严重受损，无法修复，我们将为您提供更换服务，而非维修服务。在收到您寄回的产品后，我们会尽快为您安排替换。

留事项

- 运费承担：**将产品送往Droneer维修中心的运费，需由客户自行承担。
- 维修申请表填写与提交：**请下载指定的维修申请表，如实、完整地填写相关信息。填写完成后，将其中一份通过电子邮件反馈给Droneer。待技术人员审核通过，打印一份副本，随飞行器一并寄送至维修中心。
- 产品寄送要求：**请使用Droneer发货产品时的原始包装盒，对产品进行打包。确保所有配件，如螺旋桨、天线、接收器等，都一并妥善打包。这有助于避免运输过程中配件丢失或产品受损。
- 物流跟踪信息提供：**为了方便我们及时了解产品运输状态，请您在寄出产品后，向Droneer客服提供物流跟踪号码。这将大幅提升售后维修服务的沟通效率与响应速度。
- 请以Droneer官网售后政策信息为准。政策如有更新，恕不另行通知，敬请谅解。
- 深圳市智目科技有限公司保留最终解释权。

Get the latest After-Sales service policy
获取最新售后政策

Web: www.droneer.com

Email: marketing@droneer.com