



iVueRobotics

iVue Robotics Limited Warranty

This iVue Robotics Limited Warranty agreement only applies to iVue Robotics products you purchased from iVue Robotics or iVue Robotics authorized retailers and is only available in the jurisdiction where you purchased your iVue Robotics product. This Limited Warranty is for your own use and cannot be resold or transferred.

By using your iVue Robotics product, you agree to be bound by these policies. If you do not agree to any of these policies, terms, or conditions, do not activate or operate your iVue Robotics product. You may be entitled to a full refund of your product purchase if you return the never activated product within 14 days of purchase.

You will need to provide a valid proof-of-purchase, receipt, or order number for receiving warranty support. Please refer to the Limited Warranty listed for each product warranty duration as warranty durations for each iVue Robotics products may differ.

The warranty period for a product starts on the day the purchased product is delivered, unless otherwise agreed upon between you and iVue Robotics. If a product does not function as warranted during the warranty period, you may obtain warranty support by contacting iVue Robotics at warranty@ivuerobotics.com, by calling (470) 239-3242, or starting a claim at www.ivuerobotics.com/support/warranty/. Charges may apply for support not covered by this Limited Warranty.

Limited Warranty Coverage

Under this Limited Warranty, iVue Robotics warrants each iVue Robotics product you purchase will be free from material and assembly defects.

This Limited Warranty does not cover the following:

- Crashes or fire damage caused by non-manufacturing factors, including but not limited to pilot errors.
- Damage caused by non-authorized service providers.
- Damage caused by unauthorized modification, disassembly, or shell opening not in accordance with official product documentation.
- Damage caused by unauthorized modification of circuits and mismatch or misuse of the battery and charger.
- Damage caused by improper installation, incorrect use, or operation not in accordance with official product documentation.
- Damage caused by immersion in water or other fluids.
- Damage caused by operating the product in an environment with electromagnetic interference (i.e. in mining areas or close to radio transmission towers, high-voltage wires, substations, etc.).
- Damage caused by operating the product in an environment suffering from interference nearby or in conjunction with other wireless devices (i.e. transmitter, video-downlink, Wi-Fi signals, etc.).
- Damage caused by operating the product at a weight greater than the safe takeoff weight, as specified by official product documentation.
- Damage caused by a forced operation when components have aged or been damaged.
- Damage caused by operating the unit with a low-charged or defective battery.
- Damage caused by reliability or compatibility issues when using unauthorized third-party parts.
- Loss of, or damage to, your data by a product.
- Any software programs, whether provided with the product or installed subsequently.
- Damage caused by any third party products, including those that iVue Robotics may provide or integrate into the iVue Robotics product at your request.
- Damage resulting from any third party technical or other support, such as assistance with “how-to” questions or inaccurate product set-up and installation.
- Products or parts with an altered identification label or from which the identification label has been removed.

Limitation of Liability

When receiving warranty support, iVue Robotics is responsible for loss or damage to your product only while it is in iVue Robotics' possession or in transit if arranged by iVue Robotics.

iVue Robotics is not responsible for loss or disclosure of any data, including confidential information, proprietary information, or personal information contained in a product.

Under no circumstances shall iVue Robotics, its affiliates, suppliers, resellers, or service providers be liable for any of the following:

- Third party claims against you for damages
- Loss, damage or disclosure of your data
- Indirect or consequential damages including but not limited to lost profits, business revenue, goodwill or anticipated savings.

The total liability of iVue Robotics, its affiliates, suppliers, resellers, or service providers for damages from any cause shall never exceed the amount of actual direct damages, not to exceed the amount paid for the product. This limitation does not apply to damages for bodily injury (including death), damage to real property, or damage to tangible personal property for which iVue Robotics is liable under law. This limitation may also not apply where jurisdictions disallow the exclusion or limitation of incidental or consequential damages.

Your Other Rights

This Limited Warranty provides you with extra and specific legal rights as bound by law. You may have other rights according to the applicable laws of your jurisdiction. You may also have other rights under a written agreement with iVue Robotics. Nothing in this Limited Warranty affects your statutory rights, including rights of consumers under laws or regulations governing the sale of consumer products that cannot be waived or limited by this agreement.

Return & Refund Support

You can return an iVue Robotics product for a full refund within 14 calendar days of receiving a product if the product has a manufacturing defect OR if it has no manufacturing defect, has not been activated, and is still in new or like-new condition.

Return & Refund Support will not be provided where:

- It is requested beyond 14 calendar days of receiving a product.
- A product returned to iVue Robotics for a refund does not include all original accessories, attachments or packaging, or any item is not in new or like-new condition, i.e. with cracks, dents or scratches.
- A legal proof of purchase, receipt or invoice is not provided or is reasonably believed to have been forged or tampered with.
- Any fault or damage of the product is caused by unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.) or improper installation or operation.
- Product labels, serial numbers, waterproof marks, etc. show signs of tampering or alteration.
- Damage is caused to the product by uncontrollable external factors, including fire, floods, high winds or lightning strikes.
- A product is not delivered to iVue Robotics within 14 calendar days after return & refund support confirmation is sent from iVue Robotics.
- Other circumstances stated in this policy.

Product and Part Replacement

When post sales support involves the replacement of a product or part, the replaced product or part becomes iVue Robotics property and the replacement product or part becomes your property. Only unaltered iVue Robotics products and parts are eligible for replacement.

Replacement products or parts provided by iVue Robotics may not be new, but it will be in good working order and at least functionally equivalent to the original product or part's warranty. A replacement product or part shall be covered for the time remaining in the original product's warranty.

Use of Personal Information and Data

If you obtain support under this policy, you authorize iVue Robotics to store, use, and process your submitted or device data, including device logs and contact information. You agree and understand that it is necessary for iVue Robotics to collect, process and use your data to

perform support under this policy. iVue Robotics may contact you to inquire about your satisfaction with our support or to notify you about any product recalls or safety issues. iVue Robotics may request your authorization to access, use and process the data stored in your product when you decide to apply for post sales support. If you refuse to do so, iVue Robotics may not be able to provide post sales support to you. Accordingly, you authorize iVue Robotics to transfer your information between countries and entities acting on iVue Robotics' behalf. iVue Robotics may also need to disclose your information where required by law.

Additional Terms

- You are responsible for shipping costs when sending your product for return, repair or replacement.
- iVue Robotics will examine the returned product to identify the problem. If the problem qualifies for support under this policy, iVue Robotics will bear the cost for refund, replacement, or repair and return of your product.
- If iVue Robotics determines that the issue in question is not covered by this post sales support, you will be able to receive a quote for repair. iVue Robotics will not start any repair until you agree to the cost for the repair quoted by iVue Robotics. If you disagree with the cost of the repair, iVue Robotics will return your unrepaired product at your shipping expense.
- 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 function and appearance. If any refurbished parts or units do not meet iVue Robotics quality assurance requirements, brand new parts or units will be used.
- Please be aware a product is capable of retaining user-generated data and such data may be lost during the repair process. Therefore, iVue Robotics recommends that you backup your data prior to any repair.
- Please note no support is guaranteed after warranty expiration except where required by law.
- Upon receiving and inspecting your product sent in for warranty support, iVue Robotics may deem it necessary to replace your product with a brand new one and ship it to you at no additional cost.

- Before sending your product for repair, please remove any customized decorations and items on it (including but not limited to decals, stickers, paintings, etc.). iVue Robotics will not be responsible for any damage or loss that may occur to these customized decorations and items if not removed beforehand.
- To guarantee your legal rights, please check whether your product is intact within seven 14 days or it will be deemed that the product you purchased and accepted delivery of is intact and fully functional.

Individual components may have different warranty periods/terms. Please read the following list to find the warranty period for your particular product.

BreadBoard Air Limited Warranty

Main Components	Warranty Period
Flight Controller	6 Months
Propulsion System (Excluding Propellers)	12 Months
Remote Controller (Transmitter)	12 Months
Battery	12 Months
Battery Charger	6 Months
Frame	No Warranty
Propellers	No Warranty