

1. Introduction

Potensic provides a reputable warranty that are consumer friendly polices. Products sold by Potensic come with worry-free warranty whose information can be found on the product package or contact our email with your order receipt for confirmation.

If you believe the item is defective and under warranty, for our official website purchase, please send a email to info@potensic.com directly. For Amazon purchase, please send a email to support@potensic.com.

The limited warranty provided by the manufacturer shall in no way affects the potential statutory warranties provided by law. Potensic reserves all the rights for the final explanation.

2. 24-Month Hassle-free Warranty

All items sold directly by Potensic or Potensic's authorized retailers on Amazon are regularly covered by an 12-month warranty, starting from the date of purchase. If you register your product on our website within 7 days after receiving it, the warranty period can be extended to 24 months.

***Notes:** Accessories like propellers are not covered by Warranty.



3. 30-Day Money-Back Guarantee for Any Reason

Undamaged products may be returned for a full refund for any reason within 30 days of the date the item was delivered to the designated shipping address. Once the returned item arrives back in Potensic's warehouse for inspection, the refund process will begin.

- Returns must include all accessories
- Items must include original packaging
- For non-quality related warranty claims, the buyer is responsible for shipping costs
- For non-quality related warranty claims, Potensic refunds the cost of purchasing the product itself
- Returns may be rejected if product does not meet the above requirements
- There might be a small amount of processing fee for non-quality related returns.
- There will be no refund of delivery charge on the return of delivered orders.

Refund requests for the 30-day money back guarantee expire 30 days after opening a warranty claim. It is not possible to process a request for a refund for non-quality issues for items after this 30-day window has lapsed. For purchases not made directly through Potensic's online stores or other Potensic authorized retailers on Amazon, please contact your sellers for refunds. For quality-related issues, please see below.

4. Warranty Claims for Quality-Related Issues

For quality-related warranty claims, items will be replaced with a factory refurbished model of equal value when available, otherwise a new item will be sent.

Warranties on all replacements follow the same warranty time frame of the original defective item, or 3 months after being replaced, whichever is longer. Warranties on products are void after having been fully refunded.

Process:

- Buyer must provide sufficient proof of purchase
- Potensic must document what happens when buyers troubleshoot the product
- The defective item's serial number and/or visible proof depicting the defect are required
- It may be necessary to return the item for quality inspection

Valid proof of purchase:

- Order number from online purchases made through Potensic or Potensic's authorized retailers
- Sales invoice
- Dated sales receipt from an authorized Potensic retailer that shows a description of the product along with its price

Please note more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation of address item was originally shipped to).

Warranty claims for product defects expire 90 days after opening a warranty claim. It is not possible to process a warranty claim for items that are no longer within their original warranty timeframe or the 90-day warranty claim request period, whichever is longer.

5. Shipping costs must be covered by buyer in the following situations:

- Returning products for any reason other than a proven defect
- Warranty claims on items taken outside the original country of purchase
- Buyer's accidental returns
- Returning personal items
- Returning items claimed to have defects but found by Potensic quality control to be in working condition
- Returning defective items using international shipping
- Costs associated with unauthorized returns (any returns made outside of the approved warranty process)
- The orders has already claimed warranty service

6. This Warranty does not cover defects and damages resulting from:

- Crashes or fire damage caused by non-manufacturing factors, including but not limited to, pilot errors.
- Damage caused by unauthorized modification, disassembly, or shell opening not in accordance with official instructions or manuals.
- Water damage or other damages caused by improper installation, incorrect use, or operation not in accordance with official instructions or manuals.
- Damage caused by a non-authorized service provider.
- Damage caused by unauthorized modification of circuits and mismatch or misuse of the battery and charger.
- Damage caused by flights that did not follow instruction manual recommendations.
- Damage caused by operation in bad weather (i.e. strong winds, rain, sand/dust storms, etc.)
- 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 from 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 instruction manuals.
- Damage caused by a forced flight when components have aged or been damaged.
- Damage caused by reliability or compatibility issues when using unauthorized third-party parts.
- Damage caused by operating the unit with a low-charged or defective battery.
- Uninterrupted or error-free operation of a product.
- Loss of, or damage to, your data by a product.
- Any software programs, whether provided with the product or installed subsequently.
- Failure of, or damage caused by, any third party products, including those that Potensic may provide or integrate into the Potensic product at your request.
- Damages resulting from any non-Potensic 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.

7. The Warranty applies to the originally delivered Product. The Warranty does not apply to software or other equipment owned by Potensic or third parties. However, you must check the end user license agreement, individual warranty statement (s) and / or any exceptions that are intended for such items.

Note: This Warranty Policy applies only for the products sold in this country. Potensic reserves the interpretation for the Warranty Policy.

8. How to Obtain the Warranty Service?

Before submitting a warranty claim, please check the specific condition of your product and attempt all troubleshooting suggestions.

If you believe the item is defective and under warranty, for our official website purchase, please send a email to info@potensic.com directly. For Amazon purchase, please send a email to support@potensic.com.

When returning items with a prepaid shipping label provided by Potensic, Potensic takes responsibility for any damage or loss incurred in transit. When returning items for non-quality issues, buyer assumes responsibility for any damage or loss incurred in transit. Potensic does not provide refunds for items damaged in transit for non-quality related warranty claims.

Process of warranty claim:

Initiate a warranty request: Contact Potensic first to initiate a warranty request for the purchased item

Provide details: Provides sufficient proof of purchase (order number, sales invoice, or dated sales receipt), and the defective item's serial number and/or visible proof depicting the defect

Authorization and instructions: Potensic authorizes the warranty request and provides instructions for returning the item, including any required packaging and shipping instructions

Shipping and tracking: The customer ships the item back to Potensic, using a shipping method that includes tracking to ensure that the item is delivered to Potensic

Inspection: Potensic inspects the returned item to verify that it is defective and eligible for a warranty

Replacement: If the returned item meets Potensic's warranty policy criteria, Potensic will send the customer a new item, or issue a refund to the customer via the original payment method

Confirmation: The customer confirms the replacement or the refund has been received, and the return process is complete.

What If I Don't Have Any Proof of Purchase?

If you made your purchase through Potensic or Potensic's authorized distributors and retailers on Amazon, we may be able to locate your order using your email address, name or shipping address. Please provide more details when you claim the warranty.

If the product was a gift, you may ask the giver to provide you with a copy of the receipt or claim the warranty on your behalf.

9. Your Other Rights

This Limited Warranty provides you with extra and specific legal rights. You may have other rights according to the applicable laws of your state or jurisdiction. You may also have other rights under a written agreement with Potensic. 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 agreement.

Return and Replacement Policy for Bulk Buys(Orders of 10 items or more are considered bulk buys) may vary, for more, please mail to support@potensic.com to check.