

Swellpro End User After Sales Policy

This Swellpro After-Sales Policy only applies to Swellpro products that you, the end user, have purchased for your own use and not for resale.

This policy comprises of three parts:

Part I - General Terms

Part II - Warranty Period of Main Components

Part III - Types of After-sales Service

Part I – General Terms

a. What is covered?

Swellpro warrants that each Swellpro product that you purchase will be free from material and workmanship defects under normal use during the warranty period. The warranty period for a product starts on the day a product is received, or as may be otherwise specified by Swellpro.

The warranty period and types of after-sales service that apply to your product are as specified in “Part II - Types of After-Sales Service” below.

b. How to obtain After-Sales Service

If a product does not function as warranted during the warranty period, you may obtain after-sales service by contacting Swellpro.

Additional charges may apply outside Swellpro’s normal service areas. Please contact Swellpro for information specific to your location.

c. What to do before obtaining After-Sales Service

Before obtaining after-sales service, the following steps must be taken:

- √ Follow the procedures specified by Swellpro.
- √ Backup all data contained on your product’s SD card.
- √ Provide Swellpro with sufficient and safe access to your product, so Swellpro can provide service as needed.
- √ Remove all additional parts, alterations, and attachments not covered under warranty.
- √ Ensure that the product or part is free of any legal restrictions that prevent its replacement.
- √ If you are not the owner of a product or part, obtain authorization from the owner for Swellpro to provide warranty service.

d. What will Swellpro do

Contact Swellpro and specify your problem.

Swellpro will attempt to diagnose and resolve your problem by telephone, e-mail or online chat. Swellpro may request you to download and install particular software updates.

If your problem cannot be resolved over the telephone or through the application of

software or firmware updates, you may be required to deliver the product to a Swellpro aftersales center for further examination. Swellpro will arrange for service under the type of warranty service designated for the product under “Part II - Types of After-Sales Service” below if the problem with your product is covered by this After-Sales Policy. Otherwise, you may have to apply for customer-paid repair service.

e. Product and part/s replacement

When the after-sales service involves the replacement of a product or part, the replaced product or part becomes Swellpro’s property and the replacement product or part becomes your property. Only unaltered Swellpro products and parts are eligible for replacement. Replacement products or parts provided by Swellpro 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.

f. What this after-sales policy does not cover

This policy does not cover the following:

- × 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.
- × Damage 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, which took place without adherence to 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.

- × Failure of, or damage caused by, any third party products, including those that Swellpro may provide or integrate into the Swellpro product at your request.
- × Damage resulting from any non-Swellpro 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.

Part II – Warranty Period of Main Components

Product	Main Components	Warranty Period
Splash Drone 3	Flight Control	12 Months
	Payload Release	6 Months
	Ground Station	12Months
	Drone Motor	6 Months
	Remote Control	12Months
Auto Version Fisherman Version Fisherman+ Version	Battery	3 Months and Charge Cycle less than 200 Times
	Battery Charger	6 Months
	Frame	No Warranty
	Propeller	No Warranty
	Landing Gear	No Warranty

Part III – Types of After-sales Service

Swellpro guarantees that, subject to the following conditions, **Return & Refund Service**, **Replacement Service** and **Warranty Repair Service** can be requested. Please contact Swellpro or your authorized Swellpro dealer for more details. You will be required to fill out a repair form, which should be sent to us along with the *to-be-repaired* unit.

a. You can request Return & Refund Service:

- √ Within seven (7) calendar days of receiving a product if the product has no manufacturing defect, has not been activated and is still in new or like-new condition.
- √ Within seven (7) calendar days of receiving a product if the product has a manufacturing defect.

b. Return & Refund Service will not be provided where:

- × It is requested beyond seven (7) calendars days of receiving a product.
- × A product sent to Swellpro for Return & Refund Service 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 Swellpro within seven (7) calendar days after Return & Refund Service confirmation is sent from Swellpro.
- × Other circumstances stated in this policy.

c. You can request replacement service:

- √ Within fifteen (15) calendar days of receiving the product if the product has sustained substantial damage in transit, provided always that the damage proof issued by the carrier can be provided to Swellpro.
- √ Within fifteen (15) calendar days of receiving the product if the product does not match the original description of the product in one or more significant respects.
- √ Within fifteen (15) calendar days of receiving the product if the product suffers performance failure.

d. Replacement service will not be provided where:

- × Service is requested more than fifteen (15) calendar days after receiving a product.
- × Legal proof-of-purchase, receipts, or invoices are not provided, or are reasonably believed to have been forged or tampered with.
- × A product sent to Swellpro for replacement does not include all original accessories, attachments and packaging, or contains items damaged by user error.
- × A product is found to have no defects after all appropriate tests are conducted by Swellpro.
- × 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, water damage marks, etc. show signs of tampering or alteration.
- × Damage is caused by uncontrollable external factors, including fires, floods, high winds, or lightning strikes.
- × The received product has not been sent back to Swellpro seven (7) calendar days after replacement confirmation from Swellpro.
- × Proof of damage during transit issued by the carrier cannot be provided.
- × Other circumstances stated in this policy.

e. You can request warranty repair service where:

- √ The product must not have been subjected to abnormal or unauthorized use, as intended by the manufacturer during the warranty period.

- √ Product labels, Serial Numbers, water damage verification marks, and false proof verification marks, etc. show no signs of tampering or altering.
- √ No unauthorized disassembling, modification or installation has been performed on the product or any component.
- √ You provide a valid proof-of-purchase, receipt or order number (for Swellpro Direct Sales).

f. Warranty repair service will not be provided where:

- × Crash or fire damage caused by non-manufacturing factors.
- × Damage caused by unauthorized modification, disassembly, or shell opening not in accordance with the official instructions or manuals.
- × Damage caused by improper installation, incorrect use or operation not in accordance with the official instructions or manuals.
- × Damage caused by unauthorized repair or repairs.
- × Damage caused by unauthorized circuit modification and mismatch or misuse of the battery or charger.
- × Damage caused by flights which did not follow the instruction manual recommendations.
- × Damage caused by operation in bad weather (i.e. strong wind, rain, sand/dust storms, etc.).
- × Damage caused by operating the unit in an environment with electromagnetic interference (i.e. a mining areas, close to radio transmission towers, high-voltage wires, substations, etc.).
- × Damage caused by operating the product in an environment containing interference from other wireless devices (i.e. transmitter, video-link, Wi-Fi signals, etc.).
- × Damage caused by operating the unit at a weight greater than the safe takeoff weight as specified by the instruction manuals.
- × Damage caused by a flight in which damaged components, or components suffering from natural wear and tear were used.
- × Damage caused by reliability or compatibility issues when using unauthenticated third-party parts.
- × Damage caused by operating the unit with a low-charged or defective battery.
- × Product labels, serial numbers, waterproof marks, etc. show signs of tampering or alteration.
- × A product has not been sent back to Swellpro seven (7) calendar days after warranty service confirmation from Swellpro.
- × Other circumstances stated in this policy.

g. Essential information

- √ You are responsible for shipping costs when sending product(s) for return, repair or replacement.
- √ Swellpro will examine the returned product(s) to identify the problem. If the problem qualifies for service under this policy, Swellpro will bear the cost for refund, replacement, or repair and the return the product(s) at our cost, to you.
- √ If Swellpro determines that the issue in question is not covered by this Swellpro

After-Sales Policy, you will have to apply for Customer Paid Repair Service. Swellpro will not start repair until you agree to the cost for repair quoted by Swellpro. If you disagree with the cost for repair, Swellpro will return the product(s) with you burdening the cost of return shipping.

√ 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 our quality assurance requirements, brand new parts or units will be issued. Any replaced parts may come with different serial numbers.

√ Please be aware that where a product is capable of retaining user-generated data, such data may be lost during the repair process. We therefore recommend that you back up your data prior to any repair.

√ Please note that data analysis service will not be provided after warranty expiration.

√ Customers can obtain warranty service only at a designated Swellpro repair center in the region where he/she purchased the product. However, depending on part availability, customers can obtain cross-regional repair service at an additional charge.