

LIMITED WARRANTY:

By using your Rippton product, you agree to be bound by these Policies. If you are not eligible or do not agree to any of the Terms, do not use your Rippton product.

What is Covered

Under this Limited Warranty, Rippton warrants that each product that you purchase will be free from material and workmanship defects under normal use in accordance with Rippton's published product materials during the warranty period. Published product materials include, but not limited to, user manuals, safety instruction, specifications, in-app notifications, and service communications. The warranty period for different products and parts vary, please check www.ripton.com/support to verify the duration of the warranty for your particular product or parts. The warranty period for a product starts on the day such product is purchased, If you cannot provide an invoice or other valid proof of purchase, then the warranty period will start from 90 days after the production date that shows on the product, unless otherwise agreed upon between you and Rippton.

How to Obtain Warranty Service

If a product does not function as warranted during the warranty period, you may obtain after-sales service by contacting Rippton's local service center. You will need to provide a valid proof-of-purchase, receipt for the warranty service. Charges may apply for services not covered by this Limited Warranty. Please note that the warranty service is only available in the respective Rippton service regions where you purchased your product.

What Will Rippton Do

Rippton will attempt to diagnose and resolve your problem by e-mail, Rippton may direct you to download and install particular software updates. If your problem cannot be resolved over the email or through the application of software updates, you may be required to deliver the product to Rippton designated repair center for further examination. Rippton will arrange for repair or replacement service at no cost if the problem falls under this Limited Warranty.

After-Sale Policy Does NOT Apply to Following Situations:

Crashes or fire damage resulting from non-manufacturing defect, including but not limited to, pilot errors.

Damage resulting from unauthorized modification, disassembly, or shell opening.

Damage resulting from improper installation, incorrect use, or operation not in accord to official instructions or manuals.

Damage resulting from non-authorized service provider.

Damage resulting from unauthorized modification of circuits and mismatch or misuse of the battery and charger.

Damage resulting from improper storage.

Damage resulting from flights which did not follow instruction manual recommendations.

Damage resulting from operation in bad weather (i.e. strong winds, rain, sand/dust storms, etc.)

Damage resulting from operating the aircraft in electromagnetic interference (i.e. in mining areas or close to radio transmission towers, high-voltage wires, substations, etc.) or other wireless devices (i.e. transmitter, Wi-Fi signals, etc.) surrounding environment.

Damage resulting from operating the aircraft at a weight beyond the safe takeoff weight.

Damage resulting from operating the aircraft with aged or damaged components.

Damage resulting from using unauthorized third-party parts.

Damage resulting from operating the aircraft with a low-charged or defective battery.

Loss of, or damage to your data.

Aircraft that have had its Flight log details altered or deleted.

Aircraft purchased from un-authorized retailers.

Aircraft or parts with an altered identification label or from which the identification label has been removed.

LIMITATION OF LIABILITY

THE LIABILITY OF TRANSPORTATION DAMAGE OR LOSS ONLY APPLIES WHEN RIPPTON IS RESPONSIBLE FOR THE TRANSIT. RIPPTON IS NOT RESPONSIBLE FOR THE LOSS OR DISCLOSURE OF ANY DATA, INCLUDING CONFIDENTIAL INFORMATION, PROPRIETARY INFORMATION, OR PERSONAL INFORMATION CONTAINED IN THE AIRCRAFT.

UNDER NO CIRCUMSTANCES, SHALL RIPPTON, ITS AFFILIATES, SUPPLIERS, RETAILER, OR SERVICE PROVIDERS BE LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY AND REGARDLESS OF WHETHER THE CLAIM IS BASED IN CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY OF LIABILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES; 2) LOSS, DAMAGE OR DISCLOSURE OF YOUR DATA; 3) SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. IN NO CASE SHALL THE TOTAL LIABILITY OF RIPPTON, ITS AFFILIATES, SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS FOR DAMAGES FROM ANY CAUSE EXCEED THE AMOUNT OF ACTUAL DIRECT DAMAGES, NOT TO EXCEED THE AMOUNT PAID FOR THE PRODUCT.

LIMITATION OF WARRANTY

EXCEPT AS EXPRESSLY STATED IN THIS POLICY, RIPPTON DO NOT

MAKES ANY REPRESENTATIONS OR WARRANTY, AND HEREBY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ANY WARRANTY ARISING OUT OF COURSE OF DEALING, USAGE, OR TRADE, WITH RESPECT TO ANY OF THE MATERIALS, INFORMATION, SERVICES PROVIDED PURSUANT TO THIS POLICY. THE RIPPTON ENTITIES DO NOT WARRANT, EXCEPT AS EXPRESSLY PROVIDED IN RIPPTON LIMITED WARRANTY, THAT THE PRODUCT, PRODUCT ACCESSORIES, OR ANY PORTION OF THE PRODUCT, OR ANY MATERIALS, WILL BE UNINTERRUPTED, SECURE, OR FREE OF ERRORS, VIRUSES, OR OTHER HARMFUL COMPONENTS.

Return & Refund Service

Subject to the following conditions, you can request Return & Refund Service, Replacement Service and Warranty Repair Service. For more details, please ask your local retailers.

You Can Request Refund If:

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

The product has no manufacturing defect within seven (7) calendar days of receiving a product.

Refund Service Cannot Be Provided Under Following Situations:

Requested after seven (7) calendar days when received the product.

A product sent to Rippton and does not include all original items, packaging or is not in new or like new conditions, i.e. has scratches, cracks or dents.

Unable to provide legal proof of purchase, receipt or invoice. Or proof have been forged or tampered.

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 serial numbers have been tampered or alternated.

Damage caused by uncontrollable external factors, such as fire, floods, high winds or lightning strikes.

Product is not delivered to Rippton or authorized retailer within seven (7) calendar days after you applied for the Return & Refund Service.

Other situations stated in this policy.

Replacement Service

You Can Request Replacement If:

The product suffers performance failure within fifteen (15) calendar days of receiving a product.

Replacement Service Cannot Be Provided Under Following Situations:

Requested after fifteen (15) calendar days when received the product.
A product sent to Rippton and does not include all original items, packaging or is not in new or like new conditions, i.e. has scratches, cracks or dents.
Product found has no defects after tests by Rippton.
Unable to provide legal proof of purchase, receipt or invoice. Or proof have been forged or tampered.
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 serial numbers have been tampered or alternated.
Damage caused by uncontrollable external factors, such as fire, floods, high winds or lightning strikes.
Product is not delivered to Rippton or authorized retailer within seven (7) calendar days after you applied for the Return & Refund Service.
Other situations stated in this policy.

Personal Contact Information and Data Use

If you obtain service under this policy, you authorize Rippton to store, use, and process your flight log information and your contact information, including name, phone numbers, address, and e-mail address. You agree and understand that it is necessary for Rippton to collect, process and use your data to perform service under this policy.

Essential Information

You are responsible for shipping costs when sending product(s) for return, repair or replacement.
Rippton will examine the returned product(s) to identify the problem. If the problem meets the service standards under this policy, Rippton will cover the cost for refund, replacement, or repair and return the product(s) to you.
Rippton will not start repair until you agree to cover its cost. If you decline to cover the repair cost, Rippton will return the product(s) to you and related shipping expense shall be covered by you.
The replaced product or part will become Rippton's property after the replacement service. And the replacement product or part becomes your property. Only unaltered products or parts are eligible for replacement.
Products and components presented for repair may be replaced by refurbished goods, the refurbished goods have been tested and are similar to brand new goods in both good function and appearance. The replacement product or part shall be covered for the time remaining in the original product's warranty.
Rippton does not provide global warranty, you can obtain warranty service only at an authorized Rippton repair center in the region where you purchased the product.

Please check whether your product is intact and functional before you sign for delivery. If the product has been damaged during delivery, please report and return the product to Rippton within seven (7) days. Otherwise, Rippton will deem that the product you signed for is intact and fully functional.

For Rippton After-sale service flow, please refer as follow:

