

## Warranty Terms and Handling of Warranty Cases for Soccer Drones

<b>Component</b>	<b>Covered by Warranty</b>	<b>Not Covered by Warranty</b>
<b>Electronics</b>	<ul style="list-style-type: none"> <li>→ Failure of the flight controller (FC) or another electronic component during first use.</li> <li>→ The drone does not power on out of the box.</li> <li>→ LED lights do not function out of the box.</li> </ul>	<ul style="list-style-type: none"> <li>→ Electronics damaged or burned out during use.</li> <li>→ Damage caused by an incorrect connection or reversed polarity.</li> <li>→ Moisture or liquid damage.</li> <li>→ Faulty firmware or software updates performed by the user.</li> <li>→ Damage to the LED strip during use.</li> </ul>
<b>Protective Frame</b>	<ul style="list-style-type: none"> <li>→ Manufacturing or transport damage visible upon unboxing.</li> </ul>	<ul style="list-style-type: none"> <li>→ Damage caused by collisions or falls.</li> <li>→ Cracks, scratches, and signs of wear.</li> <li>→ Deformed protective cage.</li> </ul>
<b>Controller</b>	<ul style="list-style-type: none"> <li>→ Controller fails to connect to the drone</li> </ul>	<ul style="list-style-type: none"> <li>→ Damage caused by drops or impacts.</li> </ul>

	<p>during initial pairing.</p> <ul style="list-style-type: none"> <li>→ Mechanical jamming of control sticks during first use.</li> </ul>	<ul style="list-style-type: none"> <li>→ Broken or loose control sticks.</li> <li>→ Pressed-in or damaged buttons.</li> <li>→ Liquid damage.</li> <li>→ Foreign objects or dirt entering the control stick mechanism.</li> </ul> <p style="text-align: center;">◆</p>
<b>Batteries</b>	<ul style="list-style-type: none"> <li>→ The battery does not charge at all or swells within the first few weeks.</li> </ul>	<ul style="list-style-type: none"> <li>→ Damage caused by drops.</li> <li>→ Use of an incorrect charging mode or an unsuitable charger.</li> <li>→ Battery damage caused by improper charging, overcharging, or deep discharge.</li> <li>→ Continuing to fly after a low battery indication.</li> </ul>
<b>Motors</b>	<ul style="list-style-type: none"> <li>→ The motor does not function during the first use.</li> </ul>	<ul style="list-style-type: none"> <li>→ Burnout caused by overload or prolonged excessive use.</li> <li>→ Damage caused by an incorrect connection.</li> </ul>

		→ Foreign objects entering the motor.
<b>Propellers</b>	→ Mechanical damage visible upon unboxing.	→ Wear or breakage of propellers.  → Installation of a propeller with incorrect rotation direction.

The cost of non-warranty work is €35 + VAT per hour. The minimum billing unit is one hour. Repair work is billed in one-hour increments.

General [Sales and Warranty Terms](#) of Prodroneparts

**Right to Submit Claims for Private Consumers**

Private consumers are entitled by law to a 2-year right to submit claims from the date the goods are handed over.

- During the first 12 months, it is presumed that any defect already existed at the time of delivery unless the seller proves otherwise.
- During the following 12 months, the burden of proving the cause of the defect lies with the consumer.

**Warranty for Legal Entities**

The statutory 2-year consumer claim right does not apply to sales contracts concluded with legal entities. Business-to-business transactions are subject to a limited warranty as follows:

- drones – 12 months;

- Soccer Drones – 6 months, considering the product's use in intensive contact sports.