ProDroneParts.com

Warranty Terms and Handling of Warranty Cases for Soccer Drones

Component	Covered by Warranty	Not Covered by Warranty
Electronics	➔ Failure of the flight controller (FC) or another electronic component during first use. ➔ The drone does not power on out of the box. ➔ LED lights do not function out of the box.	➔ Electronics damaged or burned out during use. ➔ Damage caused by an incorrect connection or reversed polarity. ➔ Moisture or liquid damage. ➔ Faulty firmware or software updates performed by the user. ➔ Damage to the LED strip during use.
Protective Frame	➔ Manufacturing or transport damage visible upon unboxing.	➔ Damage caused by collisions or falls. ➔ Cracks, scratches, and signs of wear. ➔ Deformed protective cage.
Controller	➔ Controller fails to connect to the drone	➔ Damage caused by drops or impacts.

	during initial pairing. ➔ Mechanical jamming of control sticks during first use.	➔ Broken or loose control sticks. ➔ Pressed-in or damaged buttons. ➔ Liquid damage. ➔ Foreign objects or dirt entering the control stick mechanism. ◆
Batteries	➔ The battery does not charge at all or swells within the first few weeks.	➔ Damage caused by drops. ➔ Use of an incorrect charging mode or an unsuitable charger. ➔ Battery damage caused by improper charging, overcharging, or deep discharge. ➔ Continuing to fly after a low battery indication.
Motors	➔ The motor does not function during the first use.	➔ Burnout caused by overload or prolonged excessive use. ➔ Damage caused by an incorrect connection.

		➔ Foreign objects entering the motor.
Propellers	➔ 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 € 40,33 + 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.