

XAG Care Terms of Service

Introduction to XAG Care Terms of Service

During the XAG Care P150 service period, if your XAG agricultural drone is accidentally damaged due to non-human factors such as crashes or collisions during normal flight operations, XAG Australia and XAG Certified Service Centres will arrange for quick repair channels. This means repairs or part replacements will be initiated promptly, and responsibility will be determined afterward by the after-sales department. This approach helps quickly resolve drone issues and ensures normal operations can resume as soon as possible.

The XAG Care P150 service provides a one-year protection period, with base coverage amounts of AUD 28,000 and consumable parts coverage amounts of AUD 2,000. This plan covers repair ^[1] or replacement ^[2] services within the coverage scope, helping to minimize accidental losses during normal drone use and ensuring you can operate with confidence. The list of all Consumable Parts can be found in the [Appendix](#).

Coverage Scope and Limits

Base Coverage Scope:

Covers all non-consumable parts, excluding accessories like batteries, remote controllers, chargers, and other optional accessories, with a maximum total coverage of AUD 28,000. This amount represents the total limit for claims under the Base Coverage during the protection period and is not per incident.

Consumable Parts Coverage Scope:

Covers specific parts such as propeller blades and clamps, spray rods, and landing gear components, up to a maximum total coverage of AUD 2,000. This amount is the total limit that can be claimed for consumable parts during the protection period and is not an individual per-claim amount.

[1] Two repair methods are available: repair at XAG Certified Service Centre or self-repair. The repair cost involving the base coverage can be deducted by 90%, with the remaining 10% + AUD 300.00 to be paid out of pocket. The cost involving consumable parts can be fully deducted. Repairs or replacements can only proceed after paying the out-of-pocket portion to the corresponding service provider.

[2] The replacement service fee is 10% of the Base coverage + The used amount + AUD 3,500. The out-of-pocket portion must be paid to the XAG Certified Service Center before replacement.

How to Purchase XAG Care P150

XAG Care P150 can be purchased through two convenient methods, ensuring flexibility and accessibility for all operators.

Method 1: Purchase Alongside Your Aircraft

The easiest way to secure your XAG Care P150 protection is by purchasing the Care Package at the same time as your aircraft order. When you buy a new XAG P150 drone, simply add the XAG Care P150 Service to your order. This ensures immediate coverage from the moment your aircraft is delivered, providing peace of mind from day one.

Method 2: Purchase Separately via XAG Australia or Authorized Certified Service Centres

If you did not purchase XAG Care P150 at the time of ordering your drone, you can still purchase it later through the XAG Australia website or via an Authorized Certified Service Centre. After completing your purchase, an XAG Australia or Authorized Service Centre technician will contact you to arrange a video inspection of your aircraft. This inspection is a mandatory step to verify the condition of your drone before activating the Care Service. Once the inspection is successfully completed, your XAG Care P150 coverage will be activated, and you will receive a confirmation.

Validity Period of XAG Care

The validity period of the XAG Care P150 is 12 months, effective from the date of purchase.

Exclusions from XAG Care Coverage

1. Losses caused by using XAG agricultural drones for non-agricultural spraying or spreading operations.
2. Violations of XAG agricultural drone user manuals, operation guidelines, or other operational requirements.
3. Any intentional damage or loss caused by human actions.
4. Inability or refusal to provide corresponding flight data for the incident.
5. The serial number of the agricultural drone or parts sent for repair does not match the reported serial number, or is altered, missing, or unrecognizable.
6. Damage caused by the use of any non-XAG Australia certified third-party parts (including grey imports from other countries), batteries, or software.
7. Loss or inability to return the complete drone body or parts.
8. Theft, robbery, loss, or abandonment of the agricultural drone.
9. Damage caused by flying in non-airworthy conditions or abnormal working environments.
10. Direct or indirect losses caused by natural disasters, wars, military actions, riots, terrorism, etc.
11. Additional costs incurred from upgrading, modifying, or improving the technical standards or performance of the agricultural drone.
12. Damage caused by non-official modifications, disassembly, circuit modifications, or improper use of battery packs, chargers, and other supporting facilities.
13. Damage caused by mounting non-XAG equipment and related repair costs.
14. Natural wear and tear or damage that does not affect usage.
15. Any form of indirect loss or expected profit.
16. Any litigation, arbitration, and related costs related to this Care plan.
17. Other situations where the Care plan is terminated or not applicable as specified in these terms.

Coverage Limits of XAG Care

Base Coverage: **AUD 28,000.00**

Consumable Parts Coverage: **AUD 2,000.00**

These coverage amounts are exclusively for repair service fees, including material and labor costs. Logistics fees, deductible repair costs, or any other incidental expenses incurred while using this service cannot be deducted from the XAG Care P150 coverage amounts.

For each repair, 90% of the repair cost under the Base Coverage can be deducted, with the remaining 10% to be paid out-of-pocket by the customer. Consumable parts coverage allows for full deduction of the cost of eligible components.

Throughout the validity period, there is no limit on the number of repair claims that can be made under XAG Care P150, provided that the total repair costs do not exceed the maximum coverage limits. Once the coverage limit is exhausted, the Care Plan will no longer apply, and any further repair costs must be covered entirely by the customer.

Fees under XAG Care

Customers can choose from two repair methods:

1. Repair at an XAG Certified Service Center
2. Self-repair (with parts shipped to the customer)

Repair Fees:

- ! 90% of the repair cost (within available Base Coverage) is deductible
- ! Customer pays 10% of the repair cost + AUD 300

Replacement Fees:

- ! 10% of the remaining Base Coverage + Used Amount + AUD 3,500

Repairs and replacements can only proceed once the out-of-pocket portion has been paid to the corresponding service provider.

All **replacement products** provided under XAG Care P150 will be brand new or equivalent to brand-new products in performance and reliability.

By offering unlimited repair claims within the coverage limits, XAG Care P150 ensures that operators can maintain their drone's functionality with minimal financial risk, enabling seamless and worry-free operations.

Scenario Examples – Understanding Coverage & Claims

To provide greater clarity on how the XAG Care P150 plan works in real-world situations, the following examples outline different accident scenarios and how the claim process and costs are determined.

Scenario A: First-Time Repair Claim Under XAG Care P150

Step 1: Incident Occurs

John purchases an **XAG P150 drone with XAG Care P150** and has never used the service before. While conducting **routine spraying operations**, John's drone **collides with a tree**, causing damage to several components.

- **Base Coverage Damage:** AUD 10,000
- **Consumable Parts Damage:** AUD 1,900

John follows the **XAG Care process** and submits his claim with:

- Flight logs
- Video and photographic evidence

XAG Australia **reviews the claim within one business day** and confirms that the accident was **not intentional** and **did not involve third-party parts**.

Step 2: Assessment and Invoice Issuance

Since John has never used his coverage before, his XAG Care P150 protection is fully available.

- ! Base Coverage Deduction: 90% of the AUD 10,000 repair cost is covered, totalling AUD 9,000
- ! Consumable Parts Deduction: 100% of the AUD 1,900 cost is covered
- ! Out-of-Pocket Cost for John: 10% of the AUD 10,000 repair cost + AUD 300 service fee

Calculation:

! Out-of-pocket cost = **(10% × AUD 10,000) + AUD 300**

! Out-of-pocket cost = **AUD 1,300**

After the **assessment**, XAG Australia issues an **invoice** listing:

- **Damaged parts**
- **Any extra costs (labour + freight)**

Once John pays the invoice, the repair process will proceed based on his chosen method:

- If John prefers self-repair, XAG Australia will dispatch the required parts within one business day.
- If John opts for repair at a Certified Service Centre, the Certified Service Centre will complete the repair within two business days after receiving the equipment

Step 3: Coverage Balance After Repair

After this **first claim**, John's remaining **XAG Care P150** balance is:

Coverage Type	Initial Coverage	Deducted Amount	Remaining Coverage
Base Coverage	AUD 28,000	AUD 9,000	AUD 19,000
Consumable Parts Coverage	AUD 2,000	AUD 1,900	AUD 100

Since John's **consumable parts coverage is now nearly exhausted**, any **future claims** for consumables exceeding **AUD 100** will require **out-of-pocket payment**.

Scenario B: Second Repair Claim with Consumable Parts Exceeding Coverage

Step 1: Second Accident Occurs

Two months later, John encounters **another accident**, causing additional drone damage:

- **Base Coverage Damage:** AUD 10,000
- **Consumable Parts Damage:** AUD 2,100

XAG Australia **reviews and approves the claim** since the damage is **not intentional** and does not involve **third-party** parts.

Step 2: Invoice Issuance and Out-of-Pocket Costs

Since **John has AUD 19,000 remaining in Base Coverage**, XAG Care P150 still covers **90% of base repair costs**:

- **Base Coverage Deduction:** 90% of AUD 10,000 = AUD 9,000
- **Consumable Parts Deduction:** John has only AUD 100 left, so the remaining AUD 2,000 must be paid out-of-pocket

Total Out-of-Pocket Cost for John:

- $(10\% \times \text{AUD } 10,000) + \text{AUD } 300 + (\text{AUD } 2,100 - \text{AUD } 100)$
- $\text{AUD } 1,300 + \text{AUD } 2,000$
- **Total: AUD 3,300**

Step 3: Coverage Balance After Second Repair

After this **second claim**, John's remaining **XAG Care P150 balance** is:

Coverage Type	Remain Coverage	Deducted Amount	Remaining Coverage
Base Coverage	AUD 19,000	AUD 9,000	AUD 10,000
Consumable Parts Coverage	AUD 100	AUD 100	AUD 0 (Fully Used)

Since **John has exhausted his Consumable Parts Coverage**, any future consumable part replacements must be **paid entirely out-of-pocket**.

Replacement Fees under XAG Care

The replacement service fee is 10% of the remaining base coverage plus AUD 3,500. Specifically:

- A. If the customer has never used the base coverage, they need to pay:

Base Coverage: 10% of AUD 28,000 +
Replacement Fee: AUD 3,500
Total: Base Coverage Remains + Replacement Fee
 $= \$28,000.00 * 10\% + \$3,500$
 $= \$6,300.00$

- B. If the customer has previously claimed AUD 8,000, the remaining base coverage is AUD 20,000. In this case, the customer needs to pay:

Base Coverage: 10% of AUD 20,000 +
Used Amount: AUD 8,000 ($\$28,000 - \$20,000$) +
Replacement Fee: AUD 3,500
Total: Base Coverage Remains + Used Amount + Replacement Fee
 $= \$20,000.00 * 10\% + (\$28,000.00 - 20,000.00) + \$3,500.00$
 $= \$13,500.00$

Service Process for XAG Care: How to Use the Service for Repairs

A. Store Repair / Drone Replacement Service

01 Accident Documentation and Evidence Submission

In the event of an accident-causing damage to the drone, the customer must prepare and ready to provide the necessary documentation before applying for XAG Care repair services. This includes:

- ! Uploading the flight log corresponding to the accident.
- ! Video and photographic evidence captured at the time of the incident.

Failure to submit these materials, or submitting incomplete, incorrect or insufficient evidence, will result in the rejection of the repair claim. It is imperative that this documentation be uploaded promptly after the incident.

02 Application for Store Repair / Drone Replacement Service

Once the necessary documentation is prepared, the customer must:

- 1) **Complete and submit an online application** for XAG Care repair services through the **XAG Australia website**.
- 2) **Await confirmation** from an **Authorized Certified Service Centre** before proceeding with any further steps.
- 3) **Only after receiving confirmation**, the customer should **bring or arrange delivery** of the equipment to the designated **Certified Service Centre**.

Important Notice:

Do **not** bring or ship the equipment **before receiving official confirmation** from the **Authorized Service Centre**. Unauthorized shipments may result in delays, or the equipment being returned at the customer's expense.

03 Confirmation of Service

Upon receipt of the drone, XAG Australia or the Certified Service Centres will assess the damage. Once the customer agrees and settles the payment for the out-of-pocket portion, repair costs will be deducted from the remaining coverage balance. Should the coverage be insufficient, the customer will be required to pay the difference.

Repairs will be completed within two business days upon receipt (Guarantee).

04 Completion of Service

Once the repair is complete, the customer may collect the equipment from the XAG Certified Service Center or arrange shipping at their own expense. XAG will retain all replaced parts as proof of service.

B. Self-Repair / Drone Replacement Service

The self-repair option under the XAG Care P150 plan is also structured to allow customers to handle minor repairs while maintaining strict compliance with the guidelines. The following steps outline the process:

01 Accident Documentation and Evidence Submission

In the event of an accident-causing damage to the drone, the customer must provide the necessary documentation before applying for repair services. This includes:

- ! Uploading the flight log corresponding to the accident.
- ! Video and photographic evidence captured at the time of the incident.

Failure to submit these materials, or submitting incomplete or insufficient evidence, will result in the rejection of the repair claim. It is imperative that this documentation be uploaded promptly after the incident.

02 Application for Self-Repair

Once the necessary documentation is prepared, the customer must:

- ! Select the self-repair option during the online application for repair services.
- ! Complete the required form on the XAG Australia website and attach the supporting evidence (flight log, video, and photos).

03 Review of Application

Upon submission, assuming the customer has followed the procedure and submitted all the necessary information as per the guidelines, XAG Australia will complete the review of the provided evidence within **one business day**.

If the accident is determined not to be caused by any issues listed under the exclusion terms, such as intentional damage or the use of third-party parts, the customer will be contacted to arrange a video conference via WeChat to assess the required parts for repair.

Following this assessment, an invoice detailing the list of damaged parts, along with any additional costs (including Labor and freight), will be issued. Once the invoice is processed, the necessary parts will be dispatched within one business day, ensuring a prompt and efficient repair process.

04 Customer Agreement and Payment

Once the claim is confirmed, and the customer agree to the out-of-pocket portion and complete the payment. Upon receipt of payment:

- ! The repair costs will be deducted from the remaining coverage balance.
- ! If the remaining coverage is insufficient, the customer will be required to pay the difference.

05 Shipment of Parts

After the customer settles the payment, XAG Australia will dispatch the required parts within one business day. The shipment will be processed promptly to facilitate the customer's self-repair.

06 Request to Send Damaged Equipment

XAG Australia may request the damaged equipment to be shipped to its authorized repair points or designated receiving address. In the event of such a request, the customer must ensure that the equipment is sent promptly and completely within the validity period of the Care plan.

07 Return of Damaged Parts and Consequences for Non-Compliance

If XAG Australia requests the damaged parts or drone and they are not shipped and provided with a tracking number within 14 days of the shipment confirmation email, the customer will be liable to pay the full retail price for the parts or replacement drone. Failure to return the damaged parts within the required timeframe may also result in the termination of the XAG Care plan, with no further claims or coverage available under the plan. XAG Australia reserves the right to pursue legal action for any outstanding amounts due.

Withdrawal and Transfer of XAG Care

Under no circumstances can you transfer, resell, or sell the XAG Care P150 plan.

Termination of XAG Care

The XAG Care P150 will automatically terminate under the following circumstances:

- A. The Care plan bound to the XAG agricultural drone has reached the end of its validity period.
- B. The Care plan bound to the XAG agricultural drone has reached the coverage limit.
- C. Discovery of any fraudulent behaviour, such as creating accidents to obtain undue benefits or intentionally damaging XAG agricultural drones to claim repair services, will result in automatic termination of the Care plan. XAG Australia will not bear any resulting losses or costs and reserves the right to pursue legal action. Fraudulent attempts to obtain Care services will disqualify you from purchasing future renewals.
- D. Other situations specified in these terms or supplementary documents where the Care plan is no longer applicable.

Anti-Fraud Measures

- A. If replacement parts or drones are not returned within 14 days of the shipment confirmation email, the customer will be liable for the full retail price of the parts or replacement drone. Additionally, failure to return the parts or drone within the required timeframe will be considered an attempt to fraudulently claim benefits or to conceal the use of grey imports of parts, leading to the immediate termination of the Care Services.
- B. Discovery of any grey imports of parts (including XAG parts imported from other countries) will result in automatic termination of the Care plan, and the customer must pay the full retail price for the parts/replacement drone.
- C. Any attempts to fraudulently claim benefits under the plan, including deliberate damage or misleading information, will result in the immediate termination of the Care Services and may lead to legal action. Future participation in the Care plan will be permanently revoked for any individuals or entities engaging in such behaviours.

Other Declarations

! **Interpretation Rights:**

XAG Australia reserves the right to the final interpretation of the XAG Care P150 service and its terms. The provisions contained herein are subject to the interpretation by XAG Australia, whose determination shall be final and binding.

! **Amendments and Updates:**

The XAG Care P150 terms are subject to the latest version published on the XAG Australia website. XAG Australia reserves the right to amend or modify these terms at any time without prior notice. It is the responsibility of the user to stay informed of any changes by regularly reviewing the terms on the website.

! **Fraudulent Claims:**

Any discovery of fraudulent behaviour in claims, such as the deliberate creation of incidents to obtain undue benefits, intentional damage to XAG agricultural drone products, or any other deceitful means to procure free repairs, will result in the automatic termination of the Care plan. XAG Australia shall not be liable for any losses or costs arising from such fraudulent activities and reserves the right to pursue legal action against the responsible parties.

! **Annual Purchase Limitation:**

The Care service can be purchased once per drone per calendar year. Users are not permitted to purchase multiple Care plans for the same drone within a single calendar year.

! **Non-Transferability:**

Except in cases of product quality issues, the Care service cannot be transferred between two or more agricultural drones. Each Care plan is uniquely associated with the specific drone for which it was purchased.

! **Replacement Product Standards:**

Replacement products provided under the Care plan will be either new or possess equivalent performance and reliability to new products. XAG Australia ensures that all replacement products meet the required standards of functionality and reliability.

! **Dispute Resolution:**

Disputes regarding whether damage is covered by the Care plan will be resolved based on XAG's investigation conclusions. The determination made by XAG Australia following its investigation shall be final and binding on all parties involved.

Appendix: P150 Care Program - Consumable Parts

Serial Number	Product Name (EN)
02-001-05107	Liquid Container Filter
02-001-07784	Gearbox Silicone O-Ring
02-001-07801	Spiral Feeder Motor Rubber Ring
02-001-09889	Outer Diameter 21, Inner Diameter 18, Cross Section Diameter 1.5 O-Ring
02-001-10417	Impeller Pump Gasket
02-001-10449	Screw Feeder Shaft Seal Ring
02-001-10503	Seal Ring for Spreading Disc Motor Fixing Components
02-001-10574	Screw Feeder Motor & Main Frame Seal Ring
02-001-10724	Liquid Tank Lid Nylon Rope
02-001-10825	Liquid Tank Embedded Parts Small Seal Ring
02-001-10886	Air Pressure Gauge Radar Seal Ring
02-001-10992	Screw Feeder Discharge fixed cover
02-001-10993	Screw Feeder Casing
02-001-10996	Impeller Pump Output Shaft Seal Ring
02-001-11012	60" CW propeller blade gasket
02-001-11013	60" CCW propeller blade gasket
02-001-11021	Granule Container - 115L
02-001-11101	Liquid Tank Embedded Parts Seal Ring
02-001-11174	Spray Rod
02-001-11200	Surge Protection Baffle
02-001-11201	Impeller Pump Gear Ring
02-001-11211	70L- Smart Liquid Tank
02-001-11256	Nozzle Disc
02-001-11571	Spreading Disc (Upgraded)
02-001-11744	Flexible Impeller
02-001-11944	Liquid Container Filter
02-001-11965	Flexible Impeller
02-002-09459	Magnetic Steel
02-002-11661	Paddle clamp bearing
02-002-12103	55" Foldable Propeller Clamp Bracket Pin
02-002-12104	55" Foldable Propeller Clamp Bracket Pin Bushing
02-002-12169	55" Foldable Propeller Clamp Pin
02-002-13256	Motor Bearing

02-002-13680	Flexible Impeller Pump Cover
02-002-14184	Square tube connector insert
02-002-14225	M5*20*1.2 Gasket
02-002-14279	48.5" propeller clamp base
05-002-02069	Anti-drip valve
14-006-00028	Arm Joint Pin Kit
14-007-00012	Motor side & one-way valve liquid tube
14-007-00013	One-way valve & nozzle liquid tube
14-007-00015	Y-Type Connector & Drone Curved Tube Liquid Tube
14-007-00016	L-Type Connector & Drone Curved Tube Liquid Tube
14-007-00023	fuselage side & motor side liquid tube
14-007-00024	End cap
14-007-00038	Liquid Tube
14-007-00039	Air Pressure Gauge Hose
14-007-00040	Impeller Pump & Y-Type Connector Liquid Tube
14-007-00050	Flexible Impeller Pump Motor
14-007-00051	Flexible Impeller Pump Body
14-007-00057	Propeller clamp
14-007-00074	Impeller Pump Mounting Bracket
14-007-00075	Spreading Disc Motor Connecting Rod Box Fixed Cover Assembly
14-007-00165	60" CW propeller blades
14-007-00166	60" CCW propeller blades
14-007-00173	Liquid Tank Lid Assembly- Duckbill Valve