

AFTER-SALES SERVICE POLICIES WINGSLAND 2016



WINGSLAND promises to provide customers with fast, efficient, professional after-sale service of all the products that purchased at authorized dealer of WINGSLAND. Please keep the product serial number sticker, proof-of-purchase receipt or order number, etc. be provable for a successful service.

* WINGSLAND reserves the right of final interpretation

GENERAL AFTER-SALES SERVICE FLOW



WINGSLAND WARRANTY SERVICE

WINGSLAND agrees to repair a fault product under the following conditions during the warranty period (reference warranty period chart) and starting from the date product is purchased. We will tell you in advance if the problem is not covered within the WINGSLAND warranty service and customers are responsible for the cost of return delivery and testing the product.

1. The following conditions must be met for warranty service:

- a. During the warranty period, the product is normal used, as intended by the manufacturer.
- b. No unauthorized disassembling, modification or installation has been performed.
- c. Product labels, serial numbers sticker, false proof mark, etc. show no signs of tampering or altering.
- d. Valid proof-of-purchase receipt or order number from authorized dealer from WINGSLAND.

2. The following circumstances are not covered by the WINGSLAND warranty service:

- a. Crash or fire damage caused by non-manufacturing factors.
- b. Damage caused by unauthorized modification, disassembly, shell opening which do not follow the official instructions or manuals.
- c. Damage caused by improper installation, incorrect use or operation not in accordance with the official instructions or manuals.
- d. Damage caused by unauthorized modification of circuits, mismatch or misuse of battery and charger.
- e. Damage caused by flights which did not follow the instruction manual recommendations.
- f. Damage caused by operation in bad weather (i.e. strong wind, rain, sand/dust storm, etc.).
- g. Damage caused by operation in an electromagnetic interference environment (i.e. mining area, high-voltage wire, etc.).
- h. Damage caused by operation in an environment suffering from interference with other wireless devices (i.e. transmitter, video-link, Wi-Fi signals, etc.).
- i. Damage caused by operating the unit at a weight greater than the safe takeoff weight.
- j. Damage caused by a forced flight when components have aged or been damaged.
- k. Damage caused by reliability or compatibility issues when using unauthenticated third-party parts.
- l. Damage caused by operating the unit with a low charged or defective battery.



WINGSLAND WARRANTY SERVICE

1. Warranty notice:

- a. Customers are responsible for shipping costs when sending product(s) in for repair or replacement under the WINGSLAND warranty service.
- b. Technical staff of after-sales service centers will examine the returned product to identify the problem. If it is a quality problem with the product itself, WINGSLAND will accept test, material, labor, and delivery costs for sending the repaired product back to customer.
- c. If WINGSLAND determines that the product is not covered under the WINGSLAND warranty service, WINGSLAND will tell the customer to pay the cost of repair and return delivery prior to repairing or sending the product back.
- d. Examination, material and labor costs will be charged according to the nature of problem if the issue is not subject to warranty or caused by non-manufacturing issue.
- e. The customer can contact to WINGSLAND after-sales service center for more information and maintenance process.

CUSTOMER PAID REPAIR SERVICE

WINGSLAND also provides our customers with an optional customer paid repair service for products that do not meet the conditions of our warranty service. Customer will be charged for diagnostics, labor, materials, tax, repair and delivery. Diagnosis is only free of charge if the product is within the terms of WINGSLAND warranty service. If the customer decides not to move forward with the repair, the customer will be liable for costs of return postage and diagnosis cost. Please contact to WINGSLAND after-sales service center for more information about paid repair service.

1. Paid repair service will include the following:

- a. Products that are no longer covered under the WINGSLAND warranty service, refund and replacement policy.
- b. All other situations that do not meet with the conditions pursuant to the warranty service (see details in warranty service terms).



WINGSLAND CHANGING & REFUNDING POLICIES

Under following conditions, WINGSLAND guarantees that refund or exchange can be requested within 7 working days from the date of sold (the date is subject to actual received date). Consumer can get in touch directly with the dealer they purchased from or WINGSLAND after-sales service center to manage refund or exchange:

1. Under one of following conditions, permitting to exchange.
 - a. Consumer inspect unpacked with the presence of the courier and find out shipping damages.
 - b. Actual received goods are not consistent with original description.
 - c. Unpacked product cannot be started properly according to the manual or under the guidance of technician. Or non-human-induced by quality problems exists.
2. Under one of following conditions, permitting to refund.
 - a. Obvious manufacturing defects under condition of unused within 7 working days from the date of receipt.
 - b. Non-human-induced by quality problems still exists after exchange once.
 - c. Product was received 5 working days passed the guaranteed delivery date due to external factors.
3. Under one of the following conditions, Refund and/or Exchange cannot be requested:
 - a. Customer did not immediately report damage sustained in transit of the product.
 - b. Refund or exchange is requested after 7 working days (the actual date may varies according to local laws and regulations) of purchase (since the actual date the product received).
 - c. Product sent in for refund or exchange not including all original accessories, attachments, manual, gifts and packaging, or with man-made damage on any part of the product.
 - d. Legal proof-of-purchase or receipts are unable to be provided, or have been forged or tampered.
 - e. Product held no manufacturing defects after testing made by WINGSLAND technical Support or authorized dealer.
 - f. Crash or burning caused by non-manufacturing defects, as well as any damage caused by unauthorized modification, entry of foreign body (water, oil, sand, etc.), improper installation or operation.
 - g. Labels, Serial Numbers, waterproof mark, false proof mark, etc. show signs of tampering or altering.
 - h. Damage caused by external factors, including but not limited to: fire, flood, high wind strength and lightning strike.



DISCLAIMER

By using the products, you hereby signify that you have read this disclaimer carefully and that you understand and agree to abide by the terms and conditions herein, for avoid unnecessary disputes.

1. WINGSLAND DISCLAIMER FOR OPERATING UAV:

- a. Do not operate WINGSLAND UAV products, near airport or other specially designated airline flight control area, borders between two sovereign countries or regions, major cities/regions or any area in violation of the relevant laws and regulations.
- b. Do not operate WINGSLAND UAV products in the military restricted zones or aerial filming on military base.
- c. Do not operate WINGSLAND UAV products in the any form of illegal purposes, such as tail after, secret monitor, or other activities that against the personal privacy.
- d. Do not operate WINGSLAND UAV products above people crowded area or any area that leading to damage the public or the personal safety.
- e. Operator need to agree to use WINGSLAND UAV only for purposes that are proper and in accordance with all applicable laws, rules, and regulations, including international and domestic airspace regulations, and all terms, precautions, practices, policies WINGSLAND has made and may make available.

* WINGSLAND accepts no liability for damage, injury or any legal responsibility incurred directly or indirectly from the use of this product. The user shall observe safe and lawful practices including, but not limited to, those set forth in these safety guidelines.



WARRANTY PERIOD OF MAIN PARTS

| PRODUCT | Main Components | Warranty Period |
|---------|-------------------------------------------|-----------------|
| S6 | Main body (except the battery and motors) | 12 months |
| | 7.6V 1400mAh 2S lithium battery | 3 months |
| | Motors | 3 months |

WINGSLAND after-sales service center address: 2F, Building 10, Zhongyuntai technology park, Tangtou No.1 Road, Shiyan, Baoan district, Shenzhen, Guangdong.

WINGSLAND after-sales service center Email: service@szsungreen.com

