



What Is Covered: TerraView 360, Inc (“Terraview”) warrants to the original retail purchaser that the Terraview product and associated accessories (not including batteries) covered by this limited warranty statement, if purchased new from Terraview or an authorized reseller and used in the United States or Canada under normal conditions in accordance with the handling instructions and general information and warnings appearing in the operating manual, conform to the manufacturer’s specifications and will be free from defects in materials and workmanship for a period of six (6) months from the date of original purchase. Batteries are warranted to be free from defects in materials and workmanship for a period of three (3) months from the date of original purchase, such defects generally being defined as zero or extremely low voltage, battery swelling or outgassing, or failed connectors. Motors are warranted for 100 hours of flight or six (6) months, whichever occurs first. For warranty service, you must provide proof of the date of original purchase.

What Terraview Will Do To Correct Problems: Should your Terraview product prove defective during the warranty period, please call the Terraview Flight Support line at 1-800-628-3119 or e-mail support@terraview.com for warranty repair instructions and/or return authorization. A Terraview service technician will provide telephone or e-mail diagnostic service to determine whether the product requires service. If service is needed, Terraview will, at its option, replace or repair the product without charge for parts or labor.

If your product is being replaced or repaired, Terraview will direct you to send your product to Terraview or its authorized service center. You are responsible for securely packing the product and for shipping costs to the Terraview service center. Terraview will ship the repaired or replacement item(s) to you, freight prepaid, so long as you use an address in Canada or the U.S. (excluding Puerto Rico and U.S. Possessions). Shipments to other locations will be made freight collect.

When warranty service involves the exchange of the product or a part, the item replaced becomes Terraview property. The replacement product or part may be new or refurbished to the Terraview standard of quality, and, at Terraview’s discretion may be another model of like kind and quality. Terraview’s liability for replacement of the covered product will not exceed the original retail selling price of the covered product. Exchange products and parts assume the remaining warranty period of your original product covered by this limited warranty plus an additional 30 days.

What This Warranty Does Not Cover: This warranty does not apply to refurbished or reconditioned products. This warranty covers only normal use in the United States and Canada under normal conditions in accordance with the handling instructions and general information and warnings appearing in the operating manual. This warranty is not transferable.

Battery warranty does not cover typical reduced capacity that occurs as battery is used and recharged in standard operations or degradation caused by human error, overcharging, or improper battery storage or maintenance.

This warranty does not cover accessories, gimbals, or payloads provided with the product, or third-party parts, components, or peripheral devices added to the Terraview product after its shipment from Terraview, e.g., dealer or user-added sensors, data recorders, etc. Contact original manufacturer of such items for warranty information.

Terraview is not responsible for warranty service should the Terraview label or logo or the rating label or serial number(s) be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, improper or abnormal use, accident neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, or service other than by a Terraview authorized servicer. If a claimed defect cannot be identified or reproduced, you will be held responsible for the costs incurred.

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Terraview recommends all original packing materials be retained in the event the product needs to be shipped again.