



# Warranty Card




## User Information

Name	Phone #
Address	Email
Postcode	Dealer Name
Dealer Address	Purchase Date
Dealer Phone #	Product Serial #
Model #	Invoice #
Order #	




## Repair Log

Repair Date	Delivery Date
Source of Trouble	
Troubleshooting	
Repairer Signature	

### Other Region

-  Toll Free  
400-630-7011
-  Customer service email  
[services@arirobot.com](mailto:services@arirobot.com)
-  Website  
[www.onagofly.com.cn](http://www.onagofly.com.cn)

### North America

-  Toll Free  
888-816-6246
-  Customer service email  
[support.us@arirobot.com](mailto:support.us@arirobot.com)
-  Website  
[www.onagofly.com](http://www.onagofly.com)

# WARRANTY SERVICE

Acumen Robot Intelligence Inc. (ARI) warrants its products under the following conditions listed below. The warranty period starts upon the receipt of the product. (Note: Warranty period varies by different parts of the drone. Please visit [www.onagofly.com/policy](http://www.onagofly.com/policy) for details.) There is no charge on repair services for parts that are under warranty. There will be a charge for replacing/repairing parts that are out of warranty or if the product is damaged due to abnormal use. To submit your drone for a repair or a replacement, please fill out the Warranty Card.

## 1. In order to be considered eligible for repair or replacement under warranty, the following conditions must be met

- The product must be under the warranty period
- The product must not have been subjected to abnormal or unauthorized use
- No unauthorized disassembling, modification, or installation to the product
- No signs of tampering or altering the labels, serial numbers, waterproof mark, false proof mark, or any other signs of tampering/alteration to the product
- A valid proof-of-purchase from an authorized ONAGOfly dealer or reseller must be provided (receipt/order number)

## 2. The ONAGOfly Warranty Service does not cover the following

- Damaged of parts due to wear and tear
- Crash or fire damage caused by non-manufacturing factors
- Damage caused by unauthorized modification, disassembly, or shell opening
- Damage caused by improper installation, incorrect use or operation
- Damage caused by unauthorized repair
- Damage caused by unauthorized modification of circuits, mismatch or misuse of battery and charger
- Damage caused by flights where the instruction manual recommendations were not followed
- Damage caused by operating the unit in bad weather (i.e., strong winds, rain, sand/dust storm, or other harsh weather conditions)
- Damage caused by operating the unit in an environment with electromagnetic interference (i.e., mining areas, close to radio transmission towers, high-voltage wires, substations, etc.)
- Damage caused by operating the unit in an environment suffering from interference with other wireless devices (i.e., transmitter, video-link, Wi-Fi signals, etc.)
- Damage caused by operating the unit at a weight greater than the safe takeoff weight as specified in the instruction manuals
- Damage caused by a forced flight when components have aged or been damaged (wear and tear)
- Damage caused by reliability or compatibility issues when using unauthenticated third party parts
- Damage caused by operating the unit with a low charged or defective battery
- Respective part(s) of the product has not been sent back to ONAGOfly within seven (7) calendar days of the date ONAGOfly confirmed with customer that the product is under warranty service

## 3. Essential Information for Warranty Service

Customers are responsible for shipping costs when sending product(s) in for returns, repairs, or replacement under the ONAGOfly Warranty Service Policy.

- Technical staff of after-sales service centers will examine the returned product to identify the problem. If the product is determined a quality problem, ONAGOfly will gladly provide the following: testing of the product, replacement of material(s), labor for repairing/replacing product(s), and shipping the repaired/replaced product(s) back to the customer.
- If ONAGOfly determines the product(s) is not covered under the ONAGOfly Warranty Service Policy, the customer is responsible for the fees associated with the repair/replacement of the product(s). The customer must pay the repair and shipping fees prior to sending in product(s) for repair/replacement.

Examination, material, and labor costs will be charged based on what the trouble source is. ONAGOfly will notify the customer on what the charges will be beforehand.

- Please be aware that where the product is capable of retaining user-generated data, the data may be lost during the repair process. We therefore recommend backing up any data prior to any repair/replacement.
- Customers can obtain warranty service only at a designated ONAGOfly repair center in the region where the customer purchased the product. However, depending on part availability, customers can obtain cross-regional repair service at an additional charge.
- For more information on ONAGOfly Warranty Service process, please call ONAGOfly Customer Service Center.