

The drone hangar llc repair terms and conditions

PLEASE DO NOT SHIP DAMAGED LITHIUM POLYMER (LI-PO) BATTERIES.

Customers will be charged a disposal fee of \$25 per damaged battery.

The Drone Hangar LLC cannot be held responsible for any future issues or parts that may fail due to improper maintenance or use. The Drone Hangar LLC is not responsible for any injury or damage to property resulting from improper unmanned aircraft operation.

Remote Controllers and Gimbals/Cameras are not repairable with this service. We can only replace the gimbal camera units and remote controller units.

We reserve the right to refuse outside parts or parts provided by customers and will not warrant them. When available, OEM parts are used for all repairs. If used parts available the customer can choose to accept them at a discounted rate. We stand by our work and will fix any issue caused by improper repairs at our expense, provided we are notified within a reasonable time.

You will need to provide us with the following items for all repairs:

1. Aircraft
2. A minimum of 1 battery
3. Remote controller
4. Charging cables

Modified remotes will not be used for our final test flight. We will also not be held liable for any crashes.

Any approved or pre-approved repair service is non-refundable.

Maintenance checks are \$50.00 and maintenance documents are provided.

By sending The Drone Hangar LLC your unmanned aircraft for service and repairs, you will be provided with an estimate, either verbally or in writing (upon request). If repairs are to exceed the initial estimate, you will have the right to approve or deny the repairs. Diagnosis is free with repair.

If the customer decides they do not want their drone repaired after a diagnosis, the service fee will be adjusted as follows:

- The Drone Hangar LLC diagnosis fee is \$50 if the customer declines repair after drone has been diagnosed.
- A return shipping fee may also be applied at The Drone Hangar LLC's discretion.

The final repair balance must be paid by the customer within 14 days of completing the repair. The repaired aircraft will not be shipped/returned to the customer until payment has been made. Payment can be made by cash, or credit card at time of pickup.

If the repair invoice is not paid, within 14 days, the product will be considered abandoned. We reserve the right to maintain possession of abandoned products and will not be able to refund the service fee.

Once a repaired product is shipped back and received by the customer, all claims must be made within 7 days of receiving the item. Extenuating circumstances will be evaluated on a case-by-case basis, and we reserve the right to accept or deny claims after the 7 days have expired.

All unmanned aircraft systems will be cleaned and inspected. Any damage noted at the time of receipt will be documented and post-repair operational checks will be performed before being returned to the customer. Inspection documents can be provided upon request for the customer's maintenance records.