

Antigravity After-Sales Service Policies

AFTER-SALES SERVICE POLICIES

PART I. GENERAL TERMS

If any provision of this warranty is deemed illegal or unenforceable, the legality and enforceability of the remaining provisions shall not be affected or impaired. The warranties set forth in this policy constitute the entire warranty provided by us regarding the product and shall supersede all other express or implied warranties or conditions, including but not limited to implied warranties or conditions of merchantability and fitness for a particular purpose.

(1) Scope of Service

Antigravity promises users who purchase products through its officially authorized channels that, under normal use conditions, the Antigravity products you purchase will be free from defects in materials and workmanship during the warranty period.

✓ This after-sales service policy applies only to Antigravity products sold through official channels.

✓ For products sold through third-party platforms authorized by Antigravity, only in-warranty repair services are provided. Antigravity does not directly handle returns or exchanges. For return or exchange services, please contact the respective seller for assistance.

✓ This service policy applies only to Antigravity products that are purchased for personal use and not for resale purposes.

(2) Warranty Start Time

- If there is an activation date, the warranty starts from the activation date.
- If there is no activation date, the warranty starts from the purchase proof date.
- If both dates are available, the earlier date shall prevail.
- If neither is available, the warranty starts from the factory date identified by the serial number + 90 days.
- If none of the above information can be provided, in principle, no warranty service will be offered.

*Special Instructions

(a) Description of activation and receipt time: Calculation will start at 0:00 a.m. the day after activation or receipt.

(b) For non-complete machine purchase accessories, the time of purchase voucher shall prevail.

(3) Proof of Purchase

A valid proof includes purchase invoices, receipts, and order numbers.

If no activation time is available, the purchase proof date shall be used.

(4) Service Type

Service Type	Service Terms	The following conditions do not meet the Return/Exchange/Warranty Repair conditions
Return or Exchange Request	<p>Within 15 calendar days after product receipt:</p> <p>1. The product's original packaging, accessories, gifts, and manuals must be intact, with no signs of human-induced damage, not activated or used, and not affecting secondary sales;</p> <p>2. If activated, product shows non-human-caused functional failure.</p>	<p>× Request for return/exchange submitted after 15 calendar days of receipt;</p> <p>× Incomplete return items (missing packaging, accessories, gifts, manuals) or appearance damaged due to human factors;</p> <p>× Failure to provide valid purchase proof or tampering with the proof;</p> <p>× Damages not caused by product quality itself, such as collisions, burns, unauthorized modifications, foreign object intrusion (water, oil, sand, etc.), improper installation or misuse contrary to the manual;</p>
Exchange Request	<p>Within 15 calendar days after product receipt:</p> <p>1. Functional failure not caused by human factors, and no unauthorized disassembly;</p> <p>2. Product damaged during transportation, with shipping damage certificate provided by the logistics company.</p>	<p>× Tampering with or removal of labels, serial numbers, waterproof indicators, or anti-counterfeit marks;</p> <p>× Damage caused by force majeure such as fire, flood, lightning, traffic accidents, etc.;</p> <p>× After confirmation with customer service, failure to send the item within 7 calendar days;</p> <p>× Other situations described in this policy.</p>

Warranty Service

Products used under normal conditions within the specified warranty period exhibiting non-human-caused functional failure;

No unauthorized disassembly, no modifications or additions outside the official user manual, and no other human-induced failures;

Valid proof of purchase, receipt, and order number must be provided.

*Special Instructions

(a) Free Repair: Repaired components will inherit the warranty period of the original unit or be granted a new 90-day warranty, whichever is longer;

(b) Paid Repair: Warranty period for replaced components restarts;

(c) Selective Repairs or Water Damage Repairs: If the unit is out of warranty, no warranty service will be provided;

(d) Discount Replacement: Warranty period restarts.

× Damages due to human factors unrelated to product quality, such as collisions, burns, or flyaway incidents;

× Unauthorized modifications, disassembly, shell opening, etc. not guided by the official manual;

× Damages caused by incorrect installation, use, or operation contrary to the user manual, including water damage;

× Damages caused by self-repair or assembly of components without official guidance;

× Damages due to improper circuit modifications, or incorrect pairing/use of battery packs or chargers without official guidance;

× Damages during flight or filming due to non-compliance with the user manual;

× Operation in harsh environments causing damage, such as strong wind, rain, sand, etc.;

× Operation in environments with complex electromagnetic interference, such as mining areas, transmission towers, high-voltage lines, substations, etc.;

× Damage due to signal interference from other wireless devices, such as transmitters, video transmission, Wi-Fi signals, etc.;

× Damage caused by taking off with payloads exceeding the safe take-off weight;

× Damage due to forced flight with aged or damaged components;

× Reliability and compatibility issues when used with non-Antigravity certified third-party components;

× Damage caused by low battery or use of faulty batteries leading to insufficient discharge;

× Tampering with or removal of serial numbers, factory labels, or other identifiers;

× In case of product flyaway, failure to follow official certification procedures;

× After confirming warranty service with Antigravity customer support, failure to ship the relevant items within 7 calendar days.

(5) Disclaimer

Antigravity shall not be liable for any loss or disclosure of data included in the product, including confidential, proprietary, or personal information.

Antigravity shall not be liable for any direct or indirect losses, including property loss or personal injury, resulting from user failure to follow the "*Product User Manual Guidelines*" or "*Safe Drone Flight Terms*".

If the user cannot provide relevant flight records or flight data (e.g., if the user does not use the APP during flight and loses the drone, thus unable to provide logs or data), Antigravity reserves the right to deny free after-sales service.

Regardless of whether any remedy outlined in this document meets its essential purpose, and regardless of whether claims are based on contract, warranty, negligence, strict liability, or other legal theories, Antigravity and its affiliates, suppliers, distributors, or service providers shall not be liable under any circumstance for the following - even if informed of the possibility: 1) Claims for damages made by third parties against you; 2) Loss, damage, or disclosure of your data; 3) Special, incidental, indirect, or consequential damages, including but not limited to loss of profits, business income, goodwill, or anticipated savings. Regardless of the cause, the total liability of Antigravity and its affiliates, suppliers, distributors, or service providers shall be limited to direct damages actually suffered by you, and not exceeding the amount you paid for the product.

The above limitations do not apply to personal injury (including death) or property damage (real or tangible) for which Antigravity is legally liable.

Some countries/regions or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages. Therefore, the above exclusions or limitations may not apply to you.

(6) Other Service Notices

√ To protect your rights, please inspect the product upon receipt for any damage (e.g., caused during logistics). If any issues are found, please report them within 7 calendar days of receipt; otherwise, it will be considered that the product was received in good condition and functioning normally. In accordance with logistics claim processes, damage due to shipping must be reported to Antigravity technical support within 12 hours of delivery; overdue reports cannot be processed.

√ Repair Fees

- In-Warranty Repairs: Based on inspection results. If the issue is determined to be a product defect within the warranty period, repairs are free of charge. If the issue is determined to be caused by user-induced damage, repair charges will apply.
- Out-of-Warranty Repairs: Paid repairs only. The after-sales service center will issue a corresponding quotation.

√ Logistics Costs

- In-Warranty Repairs: Based on inspection results. If the issue is a verified warranty defect, two-way shipping is covered by us. If it is a user-caused issue, the customer bears the two-way shipping costs. If both warranty issues and user-induced damage are found, we will cover shipping.
- Out-of-Warranty Repairs: Two-way shipping costs are borne by the customer.

*If you have a separate contractual agreement with Antigravity, the contract shall prevail.

√ Products purchased in different countries/regions may vary. Return, exchange, and warranty services during the warranty period may differ. After-sales service may not be available in some regions. Services beyond standard support may incur additional charges. Please contact Antigravity after-sales support for details.

√ Due to product version differences, global warranty is not supported. Warranty service is only available at Antigravity's designated regional service centers. If you request repairs outside of the original purchase region, services will be provided at our discretion based on local inventory and will only be offered on a paid basis.

* If you purchased an Antigravity value-added service, and there is a conflict between this clause and the value-added service's specific "*Service Terms*", the terms of the value-added service shall prevail. For full details, please refer to <https://www.antigravity.tech/>.

√ If you wish to send products across countries/regions, you are responsible for any customs duties, clearance fees, or other charges incurred. For details, please contact Antigravity for cross-border return and repair instructions.

√ If the drone has been exposed to water, it may cause severe performance degradation and is deemed irreparable. Antigravity will not provide repair services in such cases but may offer replacement services. Please be informed and return the product accordingly.

√ By obtaining service under this warranty, you authorize Antigravity to store, use, and process your flight log data and contact information, including name, phone number, address, and email. Antigravity may use this information to provide services under this policy. We may contact you for feedback on your warranty service experience or to notify you about product recalls or safety issues. For these purposes, you authorize Antigravity to transfer your information to any country or region where we operate and to provide it to agencies acting on

our behalf. If legally required, we may also disclose this information. For details on our privacy policy, please visit: <https://www.antigravity.tech/cn/privacy-policy>.

(7) Your Additional Rights

This warranty statement grants you specific additional rights. You may also have other statutory rights depending on the applicable laws of your country/region or jurisdiction. You may also be entitled to additional rights under a written agreement with Antigravity. Nothing in this warranty affects any rights that cannot be excluded or limited by contract, including rights granted to consumers by laws or regulations governing the sale of consumer goods.

PART II. Warranty Periods for Main Devices and Accessories

Product	Main Components	Warranty Period
Antigravity A1	Main Controller	12 months
	Antigravity Grip	12 months
	Antigravity Vision	12 months
	Flight Battery	12 months and fewer than 200 cycles
	High-Capacity Flight Battery	Not Applicable
	Charging Hub	12 months
	Antigravity 35W GaN Fast Charger	12 months
	Propeller Guards	Not Applicable
	Propellers	No Warranty
	Replacement Lens Kit	3 months
	Lexar 253GB U3 A2 V30 microSDXC	No Warranty
	Antigravity Quick Reader	3 months
	Landing Pad	No Warranty
	Sling Bag	3 months
	Antigravity Vision Battery	12 months

	Antigravity Vision Head Strap	3 months
	Antigravity Vision -3.0D Corrective Lenses	3 months
	Antigravity Vision USB-C to DC Power Cable	No Warranty
Retailed accessories	Retailed accessories	3 Months

* The product warranty period may vary depending on mandatory legal provisions in your country/region. If the legal warranty period is longer than that listed on this website, the legal provision shall prevail.