

Beyond Power Limited Warranty Statement

Beyond Power promises to repair Beyond Power products that are defective due to faulty materials or workmanship within the warranty period (commencing on the date of delivery). Beyond Power can opt to repair or replace products that are determined to be defective. These limited warranty policies only apply to the Beyond Power products that you purchased from Beyond Power authorized dealer and Beyond Power official channels.

1. Warranty Period

Item	Warranty
VOLTRA I	12 months
Power Adapter	12 months
Replaceable Li-Ion Battery Pack	The warranty extends for 12 months or until the battery undergoes fewer than 200 charge cycles, whichever comes first, and ensures a minimum 80% retention of battery capacity throughout the entire warranty duration.
Replaceable Cable	12 months
Accessories	6 months

2. Obtain a Warranty Service

The warranty service shall be valid from the date of delivery. When a customer requires the after-sales service, an original invoice or receipt that contains the information is required by our authorized service dealer. Without the proof of purchase, the warranty period will commence on the manufacturing date.

2.1 Service Procedure

- (i) Contact us via official website, or contact our authorized service dealer in your local area to obtain the warranty service;
- (ii) Our technical support team will attempt to diagnose and correct any minor issues that might cause the product failure through e-mail, or online chat, so you can keep the products in use;
- (iii) If the problem can not be resolved by technical supporters online, the technical supporters will ask you to fill in the repair form at the end of this page and return the defective products to Beyond Power for further examination;
- (iv) Beyond Power will attempt to repair or replace the product in accordance with this Limited Warranty. No repair or replacement cost occurs if the limited warranty policy is met.

3. Warranty Does NOT Cover

3.1 The warranty does not cover the following conditions:

- (i) Damage caused by non-manufacturing factors, including but not limited to operation errors;
- (ii) Damage caused by unauthorized modification, disassembly not in accordance with official;
- (iii) Water damage or other damages caused by improper installation, incorrect use, or operation not in accordance with official instructions or manuals;

- (iv) Damage caused by a non-authorized service provider;
- (v) Damage caused by unauthorized modification of circuits and mismatch or misuse of the battery and charger;
- (vi) Damage caused by training which did not follow instruction manual recommendations;
- (vii) Damage caused by operating products in areas above 4000m in altitude;
- (viii) Damage caused by operating the product in an environment with electromagnetic interference (i.e. in mining areas or close to radio transmission towers, high-voltage wires, substations, etc.);
- (ix) Damage caused by operating the product in an environment suffering from interference from other wireless devices (i.e. transmitter, video-downlink, Wi-Fi signals, etc.);
- (x) Damage caused by operating the product with an initial strength greater than specified in the manual;
- (xi) Damage caused by forced training when components have aged or been damaged;
- (xii) Damage caused by reliability or compatibility issues when using unauthorized third-party parts;
- (xiii) Damage caused by operating the unit with a low-charged or defective battery;
- (xiv) Uninterrupted or error-free operation of a product;
- (xv) Loss of, or damage to, your data by a product;
- (xvi) Any software programs, whether provided with the product or installed subsequently;
- (xvii) Failure of, or damage caused by, any third party products, including those that Beyond Power may provide or integrate into the Beyond Power product at your request;
- (xviii) Damage resulting from any non-Beyond Power technical or other support, such as assistance with “how-to” questions or inaccurate product set-up and installation;
- (xix) Products or parts with an altered identification label or from which the identification label has been removed;
- (xx) Appearance damage caused by non-manufacturing factors and non-transportation factors, including but not limited to scratches, dents, and plastic fading.

4. General Statement

4.1 Service Procedure

- (i) Damage caused by non-manufacturing factors, including but not limited to operation errors;
- (ii) This warranty is effective for the original purchasers only. Replacements do not come with a new warranty, the original warranty will continue from the original date of delivery;
- (iii) You might bear the delivery cost, including but not limited to repair, or replacement of the product;
- (iv) Beyond Power will diagnose the product you returned. If the defective products meet our limited warranty policy, Beyond Power will bear the cost of replacement, repair, and you might have to burden the delivery cost;
- (v) If Beyond Power determines that the malfunction or defect is not covered by Beyond Power's warranty policies, you may apply for Customer Paid Repair Service. Beyond Power will not start repairing without your consent with the offered repair quote. If you disagree with the repair quote, Beyond Power will return your product(s), and according to Beyond Power's warranty policies in your local area, you may be required to burden the cost of return shipping;
- (vi) Please be aware that the customer will be held solely responsible for the damage that occurs due to any inappropriate package but other than the standard Beyond Power package. If the customer no longer has the original package, the customer shall obtain the appropriate package or consult with Beyond Power's technicians about the method to pack products properly;
- (vii) For repaired product return: (a) If the information for delivery you given are incomplete and it is failed to finish the delivery, Beyond Power will attempt to contact you for a complete address or essential information to complete the delivery; (b) If your product is deemed unrepairable by Beyond Power, or you opt to not have Beyond Power perform the repair. Beyond Power will return the product to the mailing address you provided; (c) If you do not provide an address at which Beyond Power or its agent may deliver your product, or provide essential information to comply with shipping regulations, or make payment arrangements within ninety (90) days after the original delivery attempt, Beyond Power will notify you that it considers your product to be abandoned. Beyond Power will send notice to the mailing address you furnished when you authorized service. In the event that your product is abandoned, Beyond Power may dispose of your product in accordance with applicable provisions of law and, specifically, may sell your product at a private or public sale to pay for any outstanding service performed. Beyond Power reserves its statutory and any other lawful liens for unpaid charges, including but not limited to a reasonable storage fee at the rate of up to \$30 per day;

(viii) Please note that products and components presented for repair may be replaced by refurbished goods of the same type rather than being repaired. These refurbished goods have been tested and are similar to brand new goods in function and appearance. If any refurbished parts or units do not meet our quality assurance requirements, brand new parts or units will be issued. Any replaced parts may come with different serial numbers;

(ix) Please be aware that where a product is capable of retaining user-generated data, such data may be lost during the repair process. We therefore recommend that you back up your data prior to any repair;

(x) Beyond Power does not provide global warranty, customers can obtain warranty service only at a designated Beyond Power repair center in the region where he/she purchased the product. However, depending on part availability, customers can obtain cross-regional repair service at an additional charge;

(xi) If a customer in Region A wants to send in their products to a designated Beyond Power repair center in the Region B, the customer will need to get the consent of Beyond Power and bear customs duties, taxes, customs clearance, and other costs incurred;

(xii) Before sending your product for repair, please remove any customized decorations and items on it (including but not limited to decorative stickers, paintings, etc.). Beyond Power will not be responsible for any damage or loss that may occur to these customized decorations and items;

(xiii) To guarantee your legal rights, please check whether your product is intact (check whether any damage has occurred to your product during transportation) when signing for it. If the product has a defect, please report it to us within seven (7) days of signing for it; or it will be deemed that the product you signed for is intact and fully functional.

5. Limitation of Liability

When you receive service from Beyond Power, Beyond Power is responsible for any loss or damage to your product only while it is in their possession or in transit if they are responsible for transportation. However, Beyond Power is not responsible for any loss or disclosure of data, including confidential, proprietary, or personal information that may be contained in the product. Beyond Power, its affiliates, suppliers, resellers, or service providers shall not be liable for any third-party claims against you for damages, loss, damage, or disclosure of your data, or any special, incidental, punitive, indirect or consequential damages, including but not limited to lost profits, business revenue, goodwill, or anticipated savings. The total liability of Beyond Power, its affiliates, suppliers, resellers, or service providers for damages from any cause shall not exceed the amount of actual direct damages, not to exceed the amount paid for the product. However, this limitation does not apply to damages for bodily injury (including death), damage to real property, or damage to tangible personal property for which Beyond Power is liable under law. Please note that in some states or jurisdictions, the exclusion or limitation of incidental or consequential damages may not apply to you.

6. Limitation of Warranty

Beyond Power disclaims all warranties of any kind, whether statutory, express or implied, except as provided in this limited warranty. This includes any implied warranty of merchant ability, fitness for a particular purpose, title, quiet enjoyment, or non-infringement, as well as any warranty arising out of course of dealing, usage, or trade. Beyond Power does not warrant that the product, product accessories, or any portion of the product, or any materials, will be uninterrupted, secure, or free of errors, viruses, or other harmful components, except as expressly provided in this limited warranty. If such warranties cannot be disclaimed, Beyond Power limits the duration and remedies of such warranties to the duration of this express warranty and, at Beyond Power's option, the repair or replacement services provided in this limited warranty. Please note that some jurisdictions may prohibit a disclaimer of warranties, and you may have other rights that vary from jurisdiction to jurisdiction.

7. Limitation of Liability

This Limited Warranty grants you additional and specific legal rights, which may be supplemented by other rights granted by the laws of your state or jurisdiction, as well as any written agreement you may have with Beyond Power. Your statutory rights, including those guaranteed to consumers under laws or regulations governing the sale of consumer products, cannot be waived or restricted by this Limited Warranty. The Warranty is subject to the laws of the State of California, USA, without considering any conflict of laws principles that may apply the laws of another jurisdiction.

8. Security and Privacy

If you obtain service under this policy, you authorize Beyond Power to store, use, and process your training log information and your contact information, including name, phone numbers, address, and e-mail address. You agree and understand that it is necessary for Beyond Power to collect, process and use your data to perform service under this policy. We may contact you to inquire about your satisfaction with our service or to notify you about any product recalls or safety issues. Beyond Power may request your authorization to access, use and process the training data that stored in your product when you decide to apply for after-sales service. If you refuse to do so, Beyond Power may not be able to provide certain after-sales service to you. In achieve these aims, you authorize Beyond Power to transfer your information to any country where we do business and to provide it to entities acting on our behalf. We may also disclose your information where required by law. Beyond Power's privacy policy is available at <https://www.beyond-power.com/>