



SONY®

LIMITED WARRANTY

Drone

U.S. only – 1 year labor and parts

Sony Electronics Inc. ("Sony") warrants this product against defects in material or workmanship during the warranty period and subject to the terms and conditions set forth below for the original owner and subsequent end user owner(s) ("You" or "Your"). This Limited Warranty applies solely to purchases made in the United States of (i) Sony products; or (ii) products manufactured by third parties and specifically sold by Sony for use with Sony products directly from Sony or Sony authorized dealers (to determine if a dealer is in the Sony authorized dealer network, please visit www.sony.com/retailers or contact Sony directly), and for which a Sony limited warranty accompanies the product. Pursuant to this Limited Warranty, Sony will, at its option, (i) repair the product using new or refurbished parts or (ii) replace the product with a new or recertified/refurbished product of the same (or similar) model. For purposes of this Limited Warranty, "recertified" or "refurbished" means a product or part that has been returned to its original specifications. **In the event of a defect, these are Your exclusive remedies.** Sony does not warrant that the operation of the product will be uninterrupted or error-free.

Warranty Period: For a period of one (1) year from the original date of purchase of the product, Sony will, at its option, repair or replace with a new, recertified or refurbished product or part, any product or part determined to be defective.

Coverage: This Limited Warranty covers only the hardware components packaged with the product. It does not cover separate accessories, technical assistance for hardware or software usage, any software products whether or not contained in the product, or any other included content, all of which are provided "AS IS" unless otherwise expressly provided for in any enclosed software, Limited Warranty or End User License Agreement. Please refer to the End User License Agreement(s) included with the product for Your rights and obligations with respect to the software or other included content. If You purchased an extended service plan, please refer to the service plan for the coverage, duration and terms of service. Extended service plans are not governed by this Limited Warranty.

Instructions: To obtain warranty service during the warranty period You must either return the product, freight prepaid, or deliver it, at Your expense, to a Sony authorized service center or to a service facility authorized by Sony. A dated purchase receipt from Sony or a Sony authorized dealer is required. The product to be repaired must be returned in either its original packaging or similar packaging affording an equal degree of protection. Sony will return the repaired product freight prepaid to You. All freight costs associated with replacement of warranty parts after expiration of the original warranty period are Your responsibility. Sony is not obligated to provide You with a substitute product during the warranty period or at any time. If, after investigation, Sony determines that the reported problem was not covered by the warranty, You shall pay Sony for the cost of investigating the problem at its then prevailing per incident billable rate. Except as otherwise stated herein, no repair or replacement of any product or part thereof shall extend the warranty period.

Sony cannot guarantee that it will be able to repair any product under this warranty or make a product exchange without risk to or loss of software or data. **It is Your responsibility to remove or backup any removable media or parts, data, software, flight logs, confidential, proprietary, and/or personally identifiable information or other materials You may have stored or preserved on Your product. It is likely that any media or parts, data, software, or other materials (like pictures, music, videos, etc.) will be lost or reformatted during service and Sony will not be responsible for any such damage or loss.** Contact the following for specific instructions on how to obtain warranty service for Your product:

Visit Sony's Website: www.sony.com/electronics/support
Or call the Customer Experience Center: 1-888-217-SONY (7669)

To register Your product or for contact information to purchase accessories or parts go to Sony's Website

Repair/Replacement Warranty: This Limited Warranty shall apply to any repair, replacement part, or replacement, recertified or refurbished product for the remainder of the original Limited Warranty period or for ninety (90) days, whichever is longer. Any parts or product replaced under this Limited Warranty will become the property of Sony. Any replacement, recertified or refurbished product provided under this Limited Warranty may, at Sony's option, vary in color and/or cosmetic design from the original product and may not include any original engraving or similar customization/personalization. Sony is not obligated to provide a substitute product during the warranty period or at any time.

Sony is not responsible for, and this Limited Warranty does not cover, any damage arising from (i) a failure to operate the product within its intended uses; (ii) use of the product in violation of applicable laws, regulations and/or ordinances; or (iii) failure to follow the owner's manual, product information and/or safety instructions relating to the product's use and installation. Sony is not responsible for any labor or parts costs You incur relating to repairs or services from providers/servicers other than from a Sony authorized service center. This Limited Warranty only covers product issues caused by defects in material or workmanship during ordinary use. **This Limited Warranty does not cover products purchased from sources other than Sony or a Sony authorized dealer (including non-authorized online auctions), or issues due to:**

- (i) Power surges;
- (ii) Negligence;
- (iii) Failure of the end user to follow the maintenance instructions in the owner's manual and/or product information published by Sony from time to time for the product where a schedule is specified for regular replacement, maintenance or cleaning of certain parts (based on usage) and the end user has failed to follow such schedule;
- (iv) Accidental damage;
- (v) Abuse;
- (vi) Limitations of technology;
- (vii) Cosmetic damage;
- (viii) Contact with and/or damage resulting from liquid, heat, humidity, precipitation, sand, smoke, and/or any foreign materials;
- (ix) Damage, malfunction and/or failure to product resulting from use of parts and/or supplies not sold or authorized by Sony;
- (x) Damage, malfunction and/or failure to product resulting from servicing not authorized or performed by Sony or a Sony authorized service center;
- (xi) Computer or internet viruses, bugs, worms, or Trojan Horses;
- (xii) Malfunctions due to peripherals/accessories;
- (xiii) Modifications of or to any part of the product, including "rooting" or other modifications to control the behavior of the product and/or any factory installed operating system;
- (xiv) Consumable parts including but not limited to batteries and propellers;
- (xv) Crashes, lost, or misplaced product and/or accessories caused by non-manufacturing factors, including but not limited to, pilot error(s);
- (xvi) Damage by fire or any incendiary event;
- (xvii) Damage caused by unauthorized modification, disassembly, or shell opening not in accordance with owner's manual and/or product information;
- (xviii) Water damage or other damage caused by improper installation, incorrect use, and/or operation not in accordance with owner's manual and/or product information;
- (xix) Damage caused by unauthorized modification of circuits and/or mismatch or misuse of the battery and/or charger;
- (xx) Damage caused by use or flights that did not follow owner's manual and/or product information recommendations;
- (xxi) Damage caused by exposure to and/or operation in moisture, precipitation, bad weather and/or entry of foreign objects/bodies (i.e., water, rain, storms, strong winds, sand, dust, oil, etc.);
- (xxii) Damage caused by exposing and/or 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.);
- (xxiii) Damage caused by exposing or operating the product in an environment suffering from interference from other wireless devices (i.e. transmitter, video-downlink, Wi-Fi signals, etc.);
- (xxiv) Damage caused by operating the product at a weight greater than the safe takeoff weight, as specified by owner's manual and/or product information;
- (xxv) Damage caused by use and/or forced flight when components have aged and/or been damaged;
- (xxvi) Damage caused by a forced flight when error message ignored;
- (xxvii) Damage caused by operating the product with insufficient battery power or defective battery;
- (xxviii) Loss of, or damage to, Your data by the product;
- (xxix) Any software programs, whether provided with the product or installed subsequently;
- (xxx) Failure of, or damage caused by, any third-party products, including those that Sony may provide or integrate into the Sony product at Your request;
- (xxxi) Damage resulting from any non-Sony technical or other support, such as assistance with "how-to" questions or inaccurate product set-up and/or installation;
- (xxxii) Damage resulting from use of products or parts with an altered identification label or from which the identification label has been removed;
- (xxxiii) Any product where the factory-applied serial number has been altered or removed from the product;
- (xxxiv) Damage resulting from use of the product in connection with other products, parts, software applications, and/or supplies not manufactured, provided or sold by Sony.

Further, to the extent this product incorporates use of a display, please note that a display contains hundreds of thousands of individual pixels, and displays typically contain a small number of pixels that do not function properly. This Limited Warranty does not cover up to .01% pixel outages (small dot picture elements that are dark or incorrectly illuminated).

This Limited Warranty does not cover Sony products sold "AS IS" or "WITH ALL FAULTS". Sony will not replace missing components from any product package purchased "Open Box" or "AS IS". This Limited Warranty is valid only in the United States.

LIMITATION OF LIABILITY

SONY IS NOT LIABLE OR RESPONSIBLE FOR LOSS OR DISCLOSURE OF ANY DATA, INCLUDING CONFIDENTIAL, PROPRIETARY AND/OR PERSONALLY IDENTIFIABLE INFORMATION, CONTAINED IN THE PRODUCT WHEN IT IS RETURNED OR SENT IN FOR WARRANTY SERVICE.

THE LIABILITY OF SONY, IF ANY, AND YOUR SOLE AND EXCLUSIVE REMEDY FOR DAMAGES FOR ANY CLAIM OF ANY KIND WHATSOEVER, REGARDLESS OF THE LEGAL THEORY AND WHETHER ARISING IN TORT OR CONTRACT, SHALL NOT BE GREATER THAN THE ACTUAL PURCHASE PRICE OF THE PRODUCT FROM SONY OR AN AUTHORIZED SONY DEALER WITH RESPECT TO WHOM SUCH CLAIM IS MADE. IN NO EVENT SHALL SONY BE LIABLE TO YOU FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING, BUT NOT LIMITED TO, BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, CONDITION OF PRODUCT, COMPENSATION, REIMBURSEMENT OR DAMAGES ON ACCOUNT OF THE LOSS OF PRESENT OR PROSPECTIVE PROFITS OR FOR ANY OTHER REASON WHATSOEVER.

DISCLAIMER OF WARRANTY

EXCEPT AS OTHERWISE PROVIDED IN WRITING BY SONY, SONY HEREBY DISCLAIMS ANY REPRESENTATIONS OR WARRANTY THAT THE PRODUCT IS COMPATIBLE WITH SONY PRODUCTS OR ANY COMBINATION OF NON-SONY PRODUCTS YOU MAY CHOOSE TO CONNECT TO THE PRODUCT.

DURATION OF IMPLIED WARRANTIES OR CONDITIONS: EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to You. This Limited Warranty gives You specific legal rights and You may have other rights which vary from jurisdiction to jurisdiction.

Read the following Dispute Resolution/Arbitration provision carefully. It details Your rights and instructions should a dispute related to the product arise.

What Happens If We Have A Dispute: Should a dispute or claim arise related to the product, Your purchase and/or use of the product, the terms of this Limited Warranty, or any service provided under the terms of this Limited Warranty (including any repair or replacement) ("Dispute"), You and Sony agree that the **Dispute shall be resolved exclusively through binding arbitration. YOU UNDERSTAND AND ACKNOWLEDGE THAT BY AGREEING TO ARBITRATION, YOU ARE GIVING UP THE RIGHT TO LITIGATE (OR PARTICIPATE IN AS A PARTY OR CLASS MEMBER) IN ANY DISPUTES IN COURT. You also agree that ANY DISPUTE RESOLUTION PROCEEDING WILL ONLY CONSIDER YOUR INDIVIDUAL CLAIMS, AND BOTH PARTIES AGREE NOT TO HAVE ANY DISPUTE HEARD AS A CLASS ACTION, REPRESENTATIVE ACTION, CONSOLIDATED ACTION, OR PRIVATE ATTORNEY GENERAL ACTION.** Despite the above, You have the right to litigate any Dispute on an individual basis in small claims court or other similar court of limited jurisdiction, to the extent the amount at issue does not exceed \$15,000, and as long as such court has proper jurisdiction and all other requirements (including the amount in controversy) are satisfied.

Arbitration Instructions. To begin Arbitration, either You or Sony must make a written demand to the other for arbitration. The Arbitration will take place before a single arbitrator. The arbitration will be administered in keeping with the Expedited Procedures of the Commercial Arbitration Rules and the Supplementary Proceedings for Consumer-Related disputes ("Rules") of the American Arbitration Association ("AAA"), when applicable and in effect when the claim is filed. You may get a copy of AAA's Rules by contacting AAA at (800) 778-7879 or visiting www.adr.org. The filing fees to begin and carry out arbitration will be shared between You and Sony, but in no event shall Your fees ever exceed the amount allowable by the special rules for Consumers Disputes provided for by AAA, at which point Sony will cover all additional administrative fees and expenses. This does not prohibit the Arbitrator from giving the winning party their fees and expenses of the arbitration when appropriate pursuant to the Rules. Unless You and Sony agree differently, the arbitration will take place in the county and state where You live, and applicable federal or state law shall govern the substance of any Dispute during the arbitration. However, the Federal Arbitration Act, 9 U.S.C. § 1, et seq., will govern the arbitration itself and not any state law on arbitration. The Arbitrator's decision will be binding and final, except for a limited right of appeal under the Federal Arbitration Act.

Opt-Out Instructions. IF YOU DO NOT WISH TO BE BOUND BY THE BINDING ARBITRATION PROVISION, THEN: (1) You must notify Sony in writing within thirty (30) days of the date that You purchased the product; (2) Your written notification must be mailed to Sony Electronics Inc., 16535 Via Esprillo, MZ 1105, San Diego CA 92127, Attn: Legal Department; AND (3) Your written notification must include (a) Your NAME, (b) Your ADDRESS, (c) the DATE You purchased the product, and (d) a clear statement that "YOU DO NOT WISH TO RESOLVE DISPUTES WITH ANY SONY ELECTRONICS ENTITY THROUGH ARBITRATION AND/OR BE BOUND BY THE CLASS ACTION WAIVER."

Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and You will continue to enjoy the benefits of the Limited Warranty.