

## **Warranty & Returns**

### **YOU BREAK IT, WE FIX IT**

[EHang's Industry-Leading One Year No-Hassle Warranty](#)

[EHang Lets You Fly with Confidence](#)

\* Your GHOSTDRONE 2.0 had an accident and it broke into pieces.

What can you do?

All you need to do is send it to us, we will fix it and send it back to you. No questions asked.

\* Oh no, you had an accident and your GHOSTDRONE 2.0 broke?

We will service your GHOSTDRONE 2.0 once within the first year of purchase. Just send it to us and we will fix it, no questions asked!

\* You've had really bad luck, and you broke your GHOSTDRONE 2.0 another time?

We will fix your GHOSTDRONE2.0 again. The only difference this time is that you will pay for the parts and the shipping fee.

[Fly your GHOSTDRONE 2.0 with complete confidence and be assured that we got your back!](#)

Dear EHang Customer,

Thank you for purchasing our EHang GHOSTDRONE 2.0 ("Product"). In order to assist you in getting the best performance and value out of your Product, take a moment to read over the following USAGE, SUPPORT and LIMITED WARRANTY information.

**EHANG PLAY APP**

The EHang Product is controlled via your smartphone or tablet using the EHang Play app. To ensure an optimal user experience please keep your app updated. Any use of the app and related software is subject to the EHang App End User License Agreement.

## **RESPONSIBLE USE**

You should use the Product safely and responsibly at all times, so as to avoid any damage or harm being caused to any person, animal or property next to which you are flying the Product. In this respect you should ensure that you always operate the Product in compliance with the Quick Start Manual, Operating Manual and Smart Flight Battery Safety Instructions. EHang also reminds you that you should not use the Product for any unauthorized or unlawful purposes, as you will otherwise be fully liable for any loss or damage caused as a result of such unauthorized use. You are also responsible for complying with any and all registration or licensing requirements, including those required by the Federal Aviation Authority, and any other federal, state, local or other agency or authority. Please check for, and comply with, all applicable laws, rules and regulations before operating your Product. And, as always, please use common sense.

In particular, you should comply with any applicable data protection and privacy laws, applicable registration and licensing requirements, and refrain from operating the Product in any way that could interfere with any other person's privacy or safety. EHang shall not be responsible for any consequences arising from the use of the Product, nor shall EHang be responsible for any damage resulting directly or indirectly from the use of the Product.

## **LIMITED WARRANTY COVERAGE AND SUPPORT**

No Fault Coverage: All "Product(s)" will be repaired or replaced at EHang's option regardless of the cause of failure for one time within the Warranty Period (defined below). This No Fault Coverage extends only to original retail purchasers

with acceptable proof of purchase, who purchased the Product in the United States, Canada or Mexico and purchased the Product from an EHang authorized reseller located in the United States, Canada or Mexico. After the first occurrence of failure, warranty coverage shall revert to the standard warranty. No Fault Coverage does not extend to lost or stolen Products. Any transfer or resale of the Product will terminate this No Fault Coverage.

Standard Warranty: EHang, Inc. warrants to the original retail purchaser of the "Product," if located in the United States, Canada or Mexico, that at the time of purchase that this Product is free from material defect in materials and workmanship. Should this Product fail during normal consumer usage and conditions due to defective material or workmanship within one year from the date of purchase, or such longer period as is required by applicable law ("Warranty Period"), such defect(s) will be repaired or replaced at EHang's option, without charge for parts or labor directly related to the defect(s). This Standard Warranty extends only to original retail purchasers with acceptable proof of purchase, who purchased the Product in the United States, Canada or Mexico and purchased the Product from an EHang authorized reseller located in the United States, Canada or Mexico. Any transfer or resale of the Product will terminate this Standard Warranty. This Standard Warranty does not apply to:

- (1) Product subjected to abnormal use or conditions, accident (including without limitation, collision, crash or fire), alteration, or improper maintenance or repair;
- (2) Damage from exposure to moisture, wind or extreme environmental conditions;
- (3) Product subjected to improper installation of components and parts, whether such components or parts are supplied by EHang, any EHang authorized dealer or supplier or any third party;
- (4) Damage from use with any accessory, software or other product not expressly authorized by EHang;

(5) Damage from external causes such as dirt, sand, battery leakage, blown fuse, or improper usage of any electrical source;

(6) Lost or stolen Product; or

(7) Use in violation of law or ordinances in effect in the jurisdiction in which the Product is used.

EHang assumes no liability for any accident, injury, death, loss, or other claim related to or resulting from the use of this product. EHang makes no other warranties for the Product, and makes no warranties whatsoever for service, software, maintenance or support for non-EHang branded products.

Software is subject to the separate software end user agreement accompanying or made available to you in connection with the software. You [If this is true (portion of app based on open source software), leave in. Otherwise, take out sentence highlighted in red.] agree that you will be bound by any and all such license agreements, and that your usage of this product indicates your acceptance of those agreements. Title to software remains with the applicable licensor(s). In no event will EHang be liable to you for damages, including any general, special, incidental or consequential damages arising out of the use or inability to use the software.

**THE EXTENT OF EHANG'S LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT PROVIDED ABOVE AND, IN NO EVENT, SHALL ITS LIABILITY EXCEED THE PURCHASE PRICE PAID BY PURCHASER FOR THE PRODUCT.**

Warranty Support and Returns: If your EHang Product has a defect in materials or workmanship, please contact our Service team at support@ehang.com. We can help you diagnose and fix problems to get you back in the air. If we cannot help you, you may be entitled to repair or replacement, at our option, under our No Fault Coverage or Standard Warranty.

To return a Product under our No Fault Coverage or Standard Warranty, please use the following process:

**Step 1: Obtain a Return Authorization Code**

Request a return authorization code by sending a request to support@ehang.com. Please include the product model, quantity, copy of product purchase receipt, and description of the issue(s) in the request. EHang will respond with a Return Authorization Code.

**Step 2: Ship**

Mail the Product to us in its original packaging with all components included in the original package. The Product and its original contents shall be sent to EHang, Inc..

Warranty Return Processing: EHang will test your product. If your product qualifies for no fault or warranty repair or replacement, EHang will, at its expense and its sole discretion, repair or replace the product and ship it back to you at your verified address.

If your product does not qualify for warranty repair or replacement, EHang will notify you. You may authorize us to repair the product at your expense, including a \$25 inspection fee. Inspection, repair and shipping fees shall be the responsibility of the owner and EHang is not responsible for performing any work or shipping the product back to you until repair and/or shipping fees are paid.

## Warranty Period

Category	Main Components	Warranty Period
Copter	PCB Board	12 Months
	ESCs	12 Months

	Motor	6 Months
	GPS	6 Months
Accessories	G-BOX	12 Months
	VR Goggles	6 Months
	Smart Flight Battery	6 Months
	Power Adapter	12 Months
	Gimbal	6 Months
	Camera	12 Months
	Propeller Guard	No Warranty
	Propeller	No Warranty

Note: Different GHOSTDRONE 2.0 versions offer different types of accessories.

The warranty period might differ in countries or areas outside of the U.S. . The local warranty shall be the sole reference.Warranty is valid since the date of receipt.