# HOVERCare Terms of Service - Global/261109

**Thank you for purchasing HOVERCare Services (hereinafter referred to as “HOVERCare” or “the Services”). All HOVERCare services are provided by Zero Zero Robotics or its designated affiliated companies (hereinafter referred to as “Zero Zero”). Please take note of the following important points:**

1. By purchasing HOVERCare, you acknowledge that you have read, understood, and agreed to the Terms of Service.
2. If you receive a replacement device with a new serial number, the replacement device will automatically inherit the remaining validity period of the official warranty and HOVERCare coverage of the original device.
3. The serial number of your HOVERAir device is crucial for using HOVERCare. Please keep the serial number in a safe place. If your HOVERAir device serial number is lost or stolen, you will bear the corresponding consequences and responsibilities, including the loss of rights to access HOVERCare Services.
4. Before applying for HOVERCare services, please visit the HOVERAir Privacy Policy page and carefully read the HOVERAir Privacy Policy. By applying for the Service, you confirm that you have read, agree to, and will comply with the Privacy Policy. You also authorize Zero Zero to collect your personal information and device information that you provide, and to use such information while providing services to you. Personal information includes but is not limited to your name, telephone number, email address, and address. Device information includes but is not limited to your HOVERAir device model and serial number, settings data, and flight operation data.
5. Before returning your HOVERir device for HOVERCare services, please back up and/or delete all data installed or recorded on your HOVERAir device, including but not limited to images, videos, and third-party software and software packages stored in the built-in memory and SD cards. If you are unable to delete such information, please modify it to prevent others from accessing it or to ensure that it does not qualify as personal data under applicable laws. If you fail to delete such information, Zero Zero will inevitably access this data when providing the Service and may delete it as part of the Service process. Zero Zero shall not be liable for any loss or disclosure of data from any HOVERAir device you have sent back to Zero Zero or any device that has been repaired by Zero Zero.

6. HOVERCare services are applicable to non-warranty situations. If your HOVERAir device damage or malfunction is covered by the official warranty, no charges will be incurred for repair or replacement services.
7. Customs and logistics fees will be covered by the user.

# 1. Introduction to Services

The HOVERCare service offers comprehensive protection for your HOVERAir X1, X1 PRO, and X1 PROMAX devices, with plans available for durations of 1 year and up to 2 years ("Validity Period"), starting from the date you activate the services. The validity period for each service component included in HOVERCare aligns with the overall validity period of your chosen plan.

## 1.1 Detailed Information on Each Care Plan

### 1.1.1 HOVERCare for HOVERAir X1

| Care Plan | Low-Cost Replacement | Discounted Repair (Material cost only, Service & Shipping not included) | Additional Benefits |
|---|---|---|---|
| HOVERCare Basic (1 Year) | 2 times (Device Body Trade-In: US$159.99, Flyaway: US$199.99) | 15% off, 2 times (Material cost only) | A. Express Replacement Service<br>B. Dedicated Service Experts<br>C. Priority Access<br>D. Loaner Device Service<br>E. Factory Maintenance |
| HOVERCare PRO (1 Year) | 3 times (Device Body Trade-In: US$159.99, Flyaway: US$199.99) | 35% off, 2 times (Material cost only) | A. Express Replacement Service<br>B. Dedicated Service Experts<br>C. Priority Access<br>D. Loaner Device Service<br>E. Factory Maintenance |

### 1.1.2 HOVERCare for HOVERAir X1 PRO|PROMAX

| Model | Care Plan | Price (USD) | Low-Cost Replacement | Discounted Repair (Material cost only, service and shipping fees not discounted) | Additional Benefits |
|---|---|---|---|---|---|
| **X1 PRO** | X1 PRO - HOVERCare (1 Year) | 49.9 | 2 times (Damage trade-in: US$225.00, Flyaway: US$285.00) | 15% off, 2 times (Material cost only) | A. Express Replacement Service<br>B. Dedicated Service Experts<br>C. Priority Access |
| | X1 PRO - HOVERCare (2 Years) | 99.9 | 3 times (Damage trade-in: US$225.00, Flyaway: US$285.00) | 35% off, 2 times (Material cost only) | A. Express Replacement Service<br>B. Dedicated Service Experts<br>C. Priority Access |
| **X1 PROMAX** | X1 PROMAX - HOVERCare (1 Year) | 85.9 | 2 times (Damage trade-in: US$315.00, Flyaway: US$395.00) | 15% off, 2 times (Material cost only) | A. Express Replacement Service<br>B. Dedicated Service Experts<br>C. Priority Access |
| | X1 PROMAX - HOVERCare (2 Years) | 119.9 | 3 times (Damage trade-in: US$315.00, Flyaway: US$395.00) | 35% off, 2 times (Material cost only) | A. Express Replacement Service<br>B. Dedicated Service Experts<br>C. Priority Access |

## 1.1.3 HOVERCare for HOVERAir AQUA

| Care Plan | Low-Cost Replacement | Additional Benefits |
| --- | --- | --- |
| HOVERCare Basic (1 Year) | 2 times (including 1 replacement for AQUA device unit and 1 for Lighthouse)<br>A. US$350.00 per time for Damage or Flyway Replacement for AQUA<br>B. US$70.00 per time for Damage Replacement for Lighthouse | A. Express Replacement Service<br>B. Dedicated Service Experts<br>C. Priority Access |
| HOVERCare PRO (1 Year) | 2 times (including 1 replacement for AQUA device unit and 1 for Lighthouse)<br>A. FREE for Damage or Flyway Replacement for AQUA<br>B. US$70.00 per time for Damage Replacement for Lighthouse | A. Express Replacement Service<br>B. Dedicated Service Experts<br>C. Priority Access |
| HOVERCare Plus (1 Year)<br>**Available exclusively during the crowdfunding campaign.* | 4 times (including 2 replacement for AQUA device unit and 2 for Lighthouse)<br>A. FREE for Damage or Flyway Replacement for AQUA<br>B. US$70.00 per time for Damage Replacement for Lighthouse | A. Express Replacement Service<br>B. Dedicated Service Experts<br>C. Priority Access |

### 1.1.4 HOVERCare for HOVERAir VERSA

| Care Plan | Low-Cost Replacement | Discounted Repair (Material cost only, service and shipping fees not discounted) | Additional Benefits |
| --- | --- | --- | --- |
| HOVERCare for VERSA (1 Year) | 2 times (Damage trade-in: US$179.00, Flyaway: US$259.00) | 35% off, 2 times (Material cost only) | A. Express Replacement Service<br>B. Dedicated Service Experts<br>C. Priority Access |
| HOVERCare for VERSA (2 Year) | 3 times (Damage trade-in: US$179.00, Flyaway: US$259.00) | 35% off, 3 times (Material cost only) | A. Express Replacement Service<br>B. Dedicated Service Experts<br>C. Priority Access |

## 1.2 Low-Cost Replacement

If you have purchased HOVERCare for a HOVERAir device and activated the Service afterward, and the HOVERAir device bound with the HOVERCare is damaged or flies away during normal use or due to accidents within the Validity Period, you may obtain a well-functioning device from Zero Zero after going through the replacement service procedure.

For Services with a limited number of service times, once a service is provided, one use will be deducted afterward. HOVERCare of the original (replaced) HOVERAir device will be automatically transfered to the replacement HOVERAir device. You can check the remaining service times on the [HOVERCare Information] page in the app.

** If you choose to use the replacement service, Zero Zero will provide a replacement device of the same model as yours, and the replacement device will be brand-new or equivalent to brand-new device in performance and reliability.*

Please be sure to return all covered components of the HOVERAir device when when you apply for the Damage Replacement service. If any or all of your covered components are lost, you will not be able to apply for the Damage Replacement service.

To make sure that your HOVERAir device can enjoy the Flyaway Replacement service, please enter [My HOVER] in HOVER X1 app to connect your app account with the device as soon as possible. If the HOVERAir device that is not associated or bound or either association or binding is cancelled once done, you will not be able to apply for the Flyaway Replacement service if the flyaway incident occurs.

If you apply for the Flyaway Replacement Service, you need to contact support@hoverair.com and submit a Flyaway Report. After the Flyaway report is submitted, the use of the flyaway HOVERAir device will be restricted. Upon payment for the Flyaway Replacement Service, ownership of the flyaway HOVERAir device will be transferred to Zero Zero, and the submission of the Flyaway Application cannot be cancelled. If you retrieve the device again, please return it to Zero Zero immediately.

## 1.3 Express Replacement Service

HOVERCare Replacement services come with Express, which means a replacement HOVERAir device will be shipped to you shortly after the damaged HOVERAir device is shipped out (for Damage Replacement services).

If there are suspected abnormal service cases associated with your account, Zero Zero reserves the right to cancel your Replacement Express service, meaning the replacement HOVERAir device will be shipped out after receiving your eligible HOVERAir device return.

## 1.4 Exclusive Repair Discounts

HOVERAir devices and accessories specified in these terms sent along for repair are entitled to exclusive discounts if they are damaged during the Validity Period under normal use or due to

an accident. The repair amount is accumulated, and if it exceeds the number of services, the Exclusive Repair Discounts cannot be used.

| Service Details | X1 HOVERCare Basic & X1 PRO\|PROMAX HOVERCare 1-Year Version | X1 HOVERCare Pro & X1 PRO\|PROMAX HOVERCare 2-Year Version |
|---|---|---|
| Limit on the Number of Services | X1: 2<br>X1 PRO: 2<br>X1 PROMAX: 2 | X1: 2<br>X1 PRO: 2<br>X1 PROMAX: 2 |
| Discount | 15% off (only for material charge, labor cost not included) | 35% off (only for material charge, labor cost not included) |

Please be sure to return all covered components of the HOVERAir device when using the Service. If any or all of your covered components are lost, you will not be able to apply for the Exclusive Repair Discounts service.

## 1.5 Loaner Device Service

If the HOVERAir device bound with the HOVERCare is or will be sent for repair services, you may obtain a well-functioning device from Zero Zero after applying for the Loaner Device Service. The loaner device will be a functional device and will be shipped out after payment.

| Service Details | HOVERCare Basic | HOVERCare Pro |
|---|---|---|
| Limit on the Number of Loaner Device | X1: 0<br>X1 PRO: 0<br>X1 PROMAX: 0 | X1: Unlimited (valid for warranty-covered repairs)<br>X1 PRO: not applicable<br>X1 PROMAX: not applicable |
| Deposit | / | X1: US$159.99 |
| | | X1 PRO: not applicable |
| | | X1 PROMAX: not applicable |
| | | AQUA: not applicable |
| Shipping Fee | / | US$30.00 |

## 1.6 Factory Maintenance

Zero Zero offers Factory Maintenance covering basic inspections, firmware upgrades, calibrations, deep cleaning, and easily-worn part replacement for HOVERAir devices bound with HOVERCare within the Validity Period.

| Service Details | HOVERCare Basic | HOVERCare Pro |
| --- | --- | --- |
| Limit on the Number of Services | X1: 0<br>X1 PRO: not applicable<br>X1 PROMAX: not applicable<br>AQUA: not applicable | X1: 1<br>X1 PRO: not applicable<br>X1 PROMAX: not applicable<br>AQUA: not applicable |

If HOVERCare purchased includes the Factory Maintenance service, please be sure to return all covered components of the HOVERAir device when using this Service. If any or all of your covered components are lost, you will not be able to apply for the Factory Maintenance service.

### 1.7 International Warranty Service

If the HOVERAir device bound with HOVERCare is purchased from HOVERAir official stores or any other officially authorized channels in non-US areas with valid proof of purchase, you can apply for the Services in the US once HOVERAir Support confirms that the device fault falls within the scope of service. The determination rules and the terms of service are subject to the country or region where you purchased HOVERCare.

The service expenses will follow the price policy listed in the country or region where you use HOVERCare.

## 2. Scope of the Service

### 2.1 Conditions of the Service

The following is the scope of coverage for HOVERCare. Any expenses incurred outside the scope of coverage will be handled at your own expense.

1. Replacement Services cover the main components of the product damaged during normal use or due to accidents, and components are defined as: aircraft * 1, gimbal module * 1, propellers (pair) *2, prop guards (pair)*2, and battery * 1;
   *Additional batteries (which do not come with the device) are not covered by the replacement service.

2. Exclusive Repair Discounts cover the damage or loss of the device and structural parts sent back together, which occur during normal use or due to accidents. The main components are defined as: aircraft* 1, gimbal and camera * 1, propeller (pair) * 2, prop guards (pair)*2, shells (upper and bottom), main board, ESC board, motor, and battery * 1;
3. Factory Maintenance offers preventative repair for the full set of devices, including basic inspections, upgrades, calibrations, cleaning, and easily-worn part replacement.

   Easily-worn parts are defined as: propellers, prop guards.

## 2.2 Exclusions of the Service

The losses, expenses, and liabilities listed below are not covered by any of the HOVERCare services:

1. Any parts that are specified as not covered by the service;
2. Damage to non-HOVERAir products;
3. Damage caused by using the HOVERAir device with a non-HOVERAir product or third-party accessory/software that is not authorized by Zero Zero;
4. Some or all of the HOVERAir device’ s parts that are covered by the service have been stolen, looted, or discarded;
5. Service requests not covered under the validity period of HOVERCare;
6. Damage to components caused by unauthorized repair or replacement;
7. Damage to the device caused by deliberate actions;
8. Damage due to modification or disassembly of the device that is non-compliant with official documentation or unauthorized by Zero Zero;
9. Damage to the HOVERAir device caused by using the device to engage in illegal activities;
10. Damage caused by natural disasters, war, military action, riot, coup, rebellion, and terrorist activities;
11. Damage to the HOVERAir device caused by nuclear radiation, nuclear explosion, nuclear pollution, or other radioactive pollution;
12. Indirect loss and/or anticipated profit in any form;
13. Personal injury and/or property loss to the customer or any other person caused by the HOVERAir device;
14. Any litigation, arbitration, and relevant expense related to each service liability.

# 3. Termination of the Service

Zero Zero has the right to refuse to provide services in case of any of the following circumstances:

1. Devices for which service is required are purchased from non-HOVERAir official or authorized channels;
2. The service is applied outside of the coverage area;
3. The date when you apply for the service is not within the Validity Period of the service.
4. Failure to apply for the Services in accordance with the required process.
5. After applying for HOVERCare Replacement Express service, the HOVERAir device or accessory is not returned as required.

**If ZeroZero has fully fulfilled the obligations of the HOVERCare service, the Service will be terminated under one of the following circumstances:**

1. The Validity Period agreed upon for each service has been expired;
2. The number of service uses agreed upon for each service has been fully utilized;
3. Your request to cancel HOVERCare, and the request has been confirmed by HOVERAir support.

## 4. Cancel or Transfer HOVERCare

If your HOVERAir device is returned to Zero Zero in accordance with HOVERAir Official Return Policy, you may apply to cancel your HOVERCare. If your HOVERAir device has not been returned, and your HOVERCare has been activated for more than 15 days, then you cannot return HOVERCare.

HOVERCare cannot be transferred after being purchased.