

After-Sales Service Policy-TORRAS

Part 1 General Terms

What is Covered

These TORRAS after-sales service policies are applicable to consumers who purchase TORRAS products.

The maintenance service only supports TORRAS authorized partners in the United States, and other countries and regions are subject to local after-sales service policies and legal norms.

How to Obtain Warranty Service

If a product does not function as warranted during the warranty period, you may obtain after-sales service by contacting TORRAS. You will need to provide a valid proof-of-purchase, receipt or order number for the warranty service.

Please note that the warranty service is only available in the respective TORRAS service regions where you purchased your TORRAS product.

What This After-Sales Policy Does NOT Cover

This policy does not cover the following:

- × Crashes or fire damage caused by non-manufacturing factors, including but not limited to, pilot errors.
- × Damage caused by unauthorized modification, disassembly, or shell opening is not in accordance with official instructions or manuals.
- × Water damage or other damages caused by improper installation, incorrect use, or operation not in accordance with official instructions or manuals.
- × Damage caused by a non-authorized service provider.
- × Damage caused by unauthorized modification of circuits and mismatch or misuse of the battery and charger.
- × Damage caused by operation in bad weather (i.e. strong winds, rain, sand/dust storms, etc.)
- × 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.).
- × 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.).
- × Damage caused by a forced flight when components have aged or been damaged.

- × Damage caused by operating the unit with a low-charged or defective battery.
- × Uninterrupted or error-free operation of a product.
- × Products or parts with an altered identification label or from which the identification label has been removed.

What Will TORRAS Do

TORRAS will attempt to diagnose and resolve your problem by telephone, e-mail or online chat. TORRAS may direct you to download and install particular software updates.

We may contact you to inquire about your satisfaction with our warranty service or to notify you of any product recalls or safety issues. In order to achieve the above goals, you authorize TORRAS to transfer your information to any country or region where we do business, and may provide it to institutions representing us. We may also disclose this information if required by law.

Part 2 Phone accessories

Type of after-sales service

TORRAS provides you with two kinds of after-sales service: return service and exchange service

Return policy

You can request Return & Refund Service:

- √ Within 30 calendar days of receiving a product if the product has no manufacturing defect, has not been activated and is still in new or like-new condition.;
- √ Within 30 calendar days of receiving a product if the product has a manufacturing defect.

Return & Refund Service will not be provided where:

- × It is requested beyond 30 calendar days of receiving a product.
- × A product sent to TORRAS for Return & Refund Service does not include all original accessories, attachments or packaging, or any item is not in new or like-new condition, i.e. with cracks, dents or scratches.
- × A legal proof of purchase, receipt or invoice is not provided or is reasonably believed to have been forged or tampered with.
- × Any fault or damage to the product is caused by unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.) or improper installation or operation.
- × Product labels, serial numbers, waterproof marks, etc. show signs of tampering or alteration.

- × Damage is caused to the product by uncontrollable external factors, including fire, floods, high winds or lightning strikes.
- × A product is not delivered to TORRAS within seven (7) calendar days after Return & Refund Service confirmation is sent from TORRAS.
- × Other circumstances stated in this policy.

Refund instructions

If the order is not shipped by customers, we will review your refund request within 1 working day. When the return application is approved, TORRAS will return the money to the original route

If the order has been shipped, we will review your refund request within 3 working days. If the return application is approved and the returned product meets the return standard after testing, TORRAS will return the money to the original route within 7 working days

Replacement Policy

You can request Replacement Service:

- √ Within 30 calendar days of receiving the product if the product has sustained substantial damage in transit, provided always that the damage proof issued by the carrier can be provided to TORRAS.
- √ Within 30 calendar days of receiving the product if the product suffers performance failure.

Replacement Service will not be provided where:

- × Service is requested more than 30 calendar days after receiving a product.
- × Legal proof-of-purchase, receipts, or invoices are not provided, or are reasonably believed to have been forged or tampered with.
- × A product sent to TORRAS for replacement does not include all original accessories, attachments and packaging, or contains items damaged by user error.
- × A product is found to have no defects after all appropriate tests are conducted by TORRAS.
- × Any fault or damage to the product is caused by unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.) or improper installation or operation.
- × Product labels, serial numbers, water damage marks, etc. show signs of tampering or alteration.
- × Damage is caused by uncontrollable external factors, including fires, floods, high winds, or lightning strikes.
- × Received product has not been sent back to TORRAS seven (7) calendar days after replacement confirmation from TORRAS.
- × Proof of damage during transit issued by the carrier cannot be provided.
- × Other circumstances stated in this policy.

Part 3 Household appliances

Type of after-sales service

TORRAS provides you with three kinds of after-sales service: return service, exchange service and warranty service

Return policy

You can request Return & Refund Service:

√ Within 30 calendar days of receiving a product if the product has no manufacturing defect, has not been activated and is still in new or like-new condition.;

√ Within 30 calendar days of receiving a product if the product has a manufacturing defect.

Return & Refund Service will not be provided where:

× It is requested beyond 30 calendar days of receiving a product.

× A product sent to TORRAS for Return & Refund Service does not include all original accessories, attachments or packaging, or any item is not in new or like-new condition, i.e. with cracks, dents or scratches.

× A legal proof of purchase, receipt or invoice is not provided or is reasonably believed to have been forged or tampered with.

× Any fault or damage to the product is caused by unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.) or improper installation or operation.

× Product labels, serial numbers, waterproof marks, etc. show signs of tampering or alteration.

× Damage is caused to the product by uncontrollable external factors, including fire, floods, high winds or lightning strikes.

× A product is not delivered to TORRAS within seven (7) calendar days after Return & Refund Service confirmation is sent from TORRAS.

× Other circumstances stated in this policy.

Refund instructions

If the order is not shipped by customers, we will review your refund request within 1 working day. When the return application is approved, TORRAS will return the money to the original route

If the order has been shipped, we will review your refund request within 3 working days. If the return application is approved and the returned product meets the return standard after testing, TORRAS will return the money to the original route within 7 working days

Replacement Service

You can request Replacement Service:

√ Within 30 calendar days of receiving the product if the product has sustained a substantial damage in transit, provided always that the damage proof issued by the carrier can be provided to TORRAS.

√ Within 30 calendar days of receiving the product if the product suffers performance failure.

Replacement Service will not be provided where:

- × Service is requested more than 30 calendar days after receiving a product.
- × Legal proof-of-purchase, receipts, or invoices are not provided, or are reasonably believed to have been forged or tampered with.
- × A product sent to TORRAS for replacement does not include all original accessories, attachments and packaging, or contains items damaged by user error.
- × A product is found to have no defects after all appropriate tests are conducted by TORRAS.
- × Any fault or damage to the product is caused by unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.) or improper installation or operation.
- × Product labels, serial numbers, water damage marks, etc. show signs of tampering or alteration.
- × Damage is caused by uncontrollable external factors, including fires, floods, high winds, or lightning strikes.
- × Received product has not been sent back to TORRAS seven (7) calendar days after replacement confirmation from TORRAS.
- × Proof of damage during transit issued by the carrier cannot be provided.
- × Other circumstances stated in this policy.

Warranty Service

Warranty Service Statements

The warranty period for home appliances is calculated from the day you receive the goods. The warranty period is 180 days from the date of purchase. If you cannot provide valid evidence such as purchase invoices, the warranty start date will be postponed by 180 days from the factory date shown on the machine.

You can request free warranty service:

- √ Since the purchased product is used normally within the specified product warranty period, the product has a non-human performance failure;
- √ No unauthorized disassembly, no modification or installation not guided by the official manual, and other non-human failures
- √ You can provide valid proof of purchase, receipt and tracking number.

Free Warranty Service will not be provided where:

- × Collision and burning accidents caused by man-made non-product quality problems
- × Damage caused by unauthorized refitting, dismantling, shell opening, etc. not guided by the official manual;
- × Damage caused by improper installation, use and operation not in accordance with the instructions;
- × In the absence of official instructions, the customer repairs the damage caused by the assembly;
- × Damage caused by circuit modifications guided by unofficial instructions, or improper matching of battery packs and chargers;
- × Any damage caused by failure to operate according to the product manual;
- × Damage caused by use in harsh environments, such as strong winds, rainy days, sand and dust, etc.;
- × Damage caused by manipulation in a complex electromagnetic environment or a strong interference source environment, such as mining areas, transmission towers, high-voltage lines, substations, etc.
- × Damage caused by reliability and compatibility issues when used with non-TORRAS-certified third-party components;
- × Damage caused by insufficient discharge due to insufficient electricity or the use of batteries with quality problems;
- × The serial number of the machine, the factory label and other marks are torn and altered;
- × After contacting TORRAS to confirm the warranty service, the corresponding item was not sent within 7 calendar days

After-sales transportation terms for household appliances

- √ Eligible for warranty and within the warranty period, TORRAS will bear the shipping cost.
- √ If it does not meet the warranty conditions and exceeds the warranty period, the customer shall bear the freight.
- √ All after-sales products are returned to TORRAS's designated overseas warehouse for processing(23561 Ridge Route Dr., Suite M, Laguna Hills,CA)

Essential Information

- √ The warranty period for Return & Refund Service, Replacement Service and Warranty Repair Service may vary with respect to your product, the part experiencing issues, or the country of purchase

√ To apply for a replacement service, the customer needs to send the defective product back. After receiving the faulty machine, the TORRAS overseas repair station will conduct a fault test on the product to determine the responsibility for the problem. If it belongs to the quality defect of the product itself, TORRAS is responsible for the inspection fee, material fee, labor fee and courier fee.

√ To apply for a free maintenance service. After testing, if the product does not meet the conditions for free maintenance, the customer can choose to pay for maintenance or return the original machine.

√ To apply for maintenance service, if the repaired product is not within the scope of warranty (such as human-induced machine damage), TORRAS will charge corresponding inspection fees, replacement parts fees, testing fees, labor fees, and express delivery fees according to specific problems. Customers can choose whether to entrust TORRAS to make repairs.

√ If the delivery address provided by the customer is wrong, or the recipient refuses to receive it, all losses arising therefrom shall be borne by the customer

√ If you want to send products across countries/regions, you need to obtain the written consent of TORRAS, and the resulting tariffs and customs clearance fees must be borne by you

√ In order to ensure your normal rights and interests, when signing for the product, please check whether the product is in good condition (whether there is any damage caused by logistics and other reasons). If there is any abnormality in the product, please give us feedback within 7 days from the date of receipt; otherwise, it will be regarded as your default product without damage and normal performance