

B2B Warranty Statement

5. Service complaints and guarantee.

5.1 The Customer may file complaints regarding the services provided by the Seller electronically by submitting an appropriate request to the Seller, through the contact information indicated in item. 1.1.

5.2 The Seller's liability under product guarantee to the Customer is excluded pursuant to Article 558 § 1 of the Civil Code.

6. Warranty statement - durability warranty - distribution warranty

The following warranty statement is made only with respect to a professional customer - a businessman who enters into an agreement directly related to his business activity, when the content of this agreement shows that it has a professional character for the customer.

6.1. **INNPRO Robert Błędowski Sp. z o.o., based in Rybnik, ul, Rudzka 65C, 44-200 Rybnik**, hereinafter referred to as "**Guarantor**", guarantees the proper operation of the product from its offer, other than those indicated in item 6.1.A. - 6.1.J and item 6.2. below, hereinafter referred to as the "**Product**", for a period not shorter than the warranty period specified in accordance with item 6.5 below, provided that it is installed and operated in accordance with the instructions for use and the manufacturer's or distributor's recommendations in the user manual. The warranty statement is valid on the territory of the Republic of Poland and applies to Products purchased on its territory. The warranty statement or warranty card is provided directly with the Product or, if purchased from the Guarantor's online store, information regarding the existence and content of the warranty is presented in the Product description and on the website: service.innpro.eu/warranty.

6.1.A. For **DJI** brand products, the guarantor is **SZ DJI BaiWang Technology Co, Building No.1.2.7.9, Baiwang Creative Factory, No.1051, Songbai Road, Nanshan Xili District, Shenzhen, China**. **INNPRO Robert Błędowski Sp. z o.o.** is the manufacturer's designated agent only for transferring warranty claims from authorized persons in Poland to DJI designated authorized repair facilities.

6.1.B. For the **DJI DOCK** product, the guarantor is **INNPRO Robert Błędowski Sp. z o.o., based in Rybnik, ul, Rudzka 65C, 44-200 Rybnik**, in accordance with the terms and conditions set forth in this statement.

In order to maintain entitlement to the product warranty, it is necessary to perform periodic technical inspections of the Product every 6 months, in accordance with the inspection card (appendix "Inspection Card DJI DOCK" at <https://service.innpro.eu/warranty>). Periodic inspections are performed free of charge by and at the expense of the Guarantor.

6.1.C. For **RENEWD** brand products, the guarantor is **Renewd Burgemeester Verderlaan 11E, 3544AD Utrecht, Netherlands**. **INNPRO Robert Błędowski Sp. z o.o.** is the manufacturer's designated agent only for the transfer of warranty claims from authorized persons in Poland to **RENEWD** designated authorized repair facilities.

6.1.D. For **AMAZFIT** brand products, the guarantor is **Zepp North America Inc 18400 Von Karman Avenue, Suite 130, Irvine, CA, 92612, USA**. **INNPRO Robert Błędowski Sp. z o.o.** is the manufacturer's designated agent only for the transfer of warranty claims from authorized persons in Poland to **AMAZFIT** designated authorized repair services.

6.1.E. For **ECOFLOW** brand products, the guarantor is **EcoFlow Inc., Factory Building**

A202, Founder Technology Industrial Park, North Side of Songbai Highway, Longteng Community, Shiyan Sub-district, Baoan District, Shenzhen City, Guangdong, China.

INNPRO Robert Błędowski Sp. z o.o. is the manufacturer's designated agent only for transferring warranty claims from authorized persons in Poland to **ECOFLOW** designated authorized repair services.

6.2.F. For **Insta360** brand products, the guarantor is **Arashi Vision Inc., 25 Mauchly, STE 308, Irvine, CA 92618 Irvine, USA.** **INNPRO Robert Błędowski Sp. z o.o.** is the manufacturer's designated agent only for transferring warranty claims from authorized persons in Poland to **Insta360's** designated authorized repair services.

6.1.G For **Mirfak, Hobbywing, SRT, Savox, HiVOLT, Double Eagle, Joysway**, the guarantor is **KAVAN Europe s.r.o., Doubravice 110, 533 53 Pardubice, Czech Republic.** **INNPRO Robert Błędowski Sp. z o.o.** is the manufacturer's designated agent only for transferring warranty claims from authorized persons in Poland to **KAVAN Europe s.r.o.'s** designated authorized repair services.

6.1.H. For **Akaso** brand products, the guarantor is **Akaso Tech LLC., 4907 International Blvd, STE 108, Frederick, MD 21703 Frederick, USA.** **INNPRO Robert Błędowski Sp. z o.o.** is the manufacturer's designated agent only for transferring warranty claims from authorized persons in Poland to **Akaso** designated authorized repair services.

6.1.I For **Dreame** brand products, the guarantor is **Dreame Technology Co. Ltd., Room H28G, Blk EH, 10th Floor, Golden Bear Ind.Ctr., 66-82 Chai Wan Kok St., Tsuen Wan, Hong Kong.** **INNPRO Robert Błędowski Sp. z o.o.** is the manufacturer's designated agent only for transferring warranty claims from authorized persons in Poland to Dreame designated authorized repair services.

6.1.J. For **Roborock** brand products, the guarantor is **Beijing Roborock Technology Co. Ltd., Kangjian Baosheng Plaza, Building 1, Room 6016, 6017 and 6018, 6F, Block C, No.8 Heiquan Road, Haidian District, 102206 Beijing, China.** **INNPRO Robert Błędowski Sp. z o.o.** is the manufacturer's designated agent only for transferring warranty claims from authorized persons in Poland to **Roborock** designated authorized repair services.

Whenever this warranty statement refers to a Product, such reference shall apply mutatis mutandis to a Product for which the guarantor is one of the entities indicated in Section **6.1.A. - 6.1.J** above.

6.2 The warranty does not cover: accessory and replaceable accessories, such as those that are or may be subjected to constant or fluctuating loads, such as propellers, tripods, mounting brackets, suction cups, brushes, filters, handles, sliders, discs, blades, drills, grinder soles, paint coatings, rubber parts, gears, bearings, belts, drums, rings, cylinders, pistons, pan, motor brushes, power or transmission cables in case of damage to insulation or plugs, rolling or moving parts, the warranty does not cover packaging creases, faded packaging or discoloration, scratches, or worn out lettering.

6.3 The first purchaser of the Product - Customer of **INNPRO Robert Błędowski Sp. z o.o.** - is entitled to the warranty. The rights under the Warranty are not transferred to subsequent purchasers of the Product. **INNPRO Robert Błędowski Sp. z o.o.** - nor the guarantor indicated in section 6.1.A. - 6.1.J - is not a party for a subsequent purchaser of the Product.

6.4 In order for the Warrantor to accept and process a warranty claim, the Warrantor shall deliver the Product to the Warrantor's service along with a description of the defects found by the Customer, in accordance with the following paragraphs, as well as submit the proof of

purchase of the Product at INNPRO Robert Błędowski Sp. z o.o., and indicate the visible and legible serial number of the Product, if any.

6.5 Warranty period:

The warranty period shall be determined in accordance with the information in the warranty statement or warranty card referred to in paragraph 6.1 above and in the product card on b2b.innpro.eu, excluding batteries built into the device or included in the kit.

The warranty period for the battery is independent of the warranty period for the Product and is 12 months.

The warranty period is generally calculated from the date of purchase of the Product by the Customer from the Guarantor, subject to the provisions below:

In the case of DJI-branded products - the warranty period is calculated from the date of activation of the product by the first purchaser (the Customer of INNPRO Robert Błędowski Sp. z o.o.) or the date of purchase by the aforementioned first purchaser, whichever occurs first - unless the detailed specifications provided on the product card or by the manufacturer in the user manual indicate a different starting point of the warranty period. The customer can check the start and end date of the warranty period regarding the purchased Product through the service panel service.innpro.eu after registering in the service application and correctly logging in. The Guarantor reserves the right to refuse to provide the service in the form of replacing the Product with a new one in a situation when the Product has been withdrawn from sale or its support has been terminated, in such a situation only settlement, refund is possible.

6.6 Liability under the warranty covers only defects arising from causes inherent in the sold Product. In particular, the warranty does not cover defects that arise from the use of the Product or from other consequential causes, such as:

- 1) mechanical of any kind, including those caused by overloading or overheating
- 2) resulting from installation or use of the Product not in accordance with the instructions for use
- 3) resulting from transport or use of the Product in conditions that do not comply with the specifications
- 4) resulting from improper storage or inadequate maintenance of the Product
- 5) resulting from the complete exhaustion of the lubricant or oil reserves in the Product
- 6) resulting from heavy contamination inside or outside the Product
- 7) caused by the use of accessories that do not comply with the recommendations of the manufacturer or distributor of the Product
- 8) resulting from fortuitous events, such as fire, flooding, electrical surges, lightning, etc.
- 9) arising from acts of war, riots, acts of terror or vandalism
- 10) damage caused by unauthorized circuit modifications and mismatching or misuse of the battery and charger
- 11) damage caused by reliability or compatibility problems when using unauthorized parts
- 12) damage caused by operating the device with a poorly charged or damaged battery pack
- 13) loss or damage of data by the Product
- 14) all programs, delivered with the product or installed thereafter
- 15) malfunctions or damage caused by third-party products, including those that the manufacturer of the Product can provide or integrate into the Product upon request
- 16) damage resulting from technical support other than that authorized by the manufacturer of the Product

- 17) products or parts with an altered identification label or from which the identification label has been removed
- 18) failure to perform the actions listed in the instruction manual, intended to be performed by the user
- 19) in the event that any repairs, alterations, modifications, disassembly in whole or in part or structural changes to the Product are made by an entity other than the Guarantor or approved by the Guarantor. The discovery of creases on the splines of the fastening elements of the parts of the item or damage to seals, labels or other protections, making it impossible to read the information contained therein may be treated as interference by an unauthorized entity.
- 20) damage caused by improper installation, improper use or operation not in accordance with official instructions for use

FOR DRONES IN ADDITION:

- 21) damage caused by flights in which the recommendations in the instructions for use of the Product were not followed
- 22) damage caused by use of the Product in bad weather (e.g. high winds, rain or sandstorms, etc.).
- 23) damage caused by using the Product in an environment with electromagnetic interference (i.e., in mining areas or near radio transmission towers, high-voltage cables, power stations, etc.).
- 24) damage caused by using the Product in an environment where there is interference from other wireless devices (i.e., cameras, wireless video signal, Wi-Fi signal, etc.).
- 25) damage caused by using the Product at a weight greater than the safe starting weight, which is specified in the instructions for use
- 26) damage caused by forced flight when components are worn or damaged.

6.7 The person entitled under the warranty is obliged to report to the Guarantor the fact of revealing a defect in the Product immediately after its discovery and deliver it on its own, after filing a claim through the service panel service.innpro.eu to the following address: Service INNPRO ul. Rudzka 65C 44-200 Rybnik. Guarantor is not responsible for damage caused during the conscious use of the defective item. Guarantor does not collect Products from Customers.

6.8 The defect report must include:

- Buyer's name and address information, tax ID number, and e-mail address and telephone number;
- An indication of what the Product's defect consists of with respect to the Product's characteristics;
- indication of when, by whom and under what circumstances the Product defect was found;
- precise enumeration of the elements of the Product submitted with the application (e.g. "box, drill, 2 drills, battery", do not use general terms such as set, complete set, kit, propellers, cables, covers, instructions, protections, etc.);
- specify the type of repair expected: warranty or out-of-warranty (paid).

6.9 The Guarantor reserves the right to request additional information as it deems necessary to properly process the application.

6.10. The Product submitted for service should be delivered clean and protected from damage during transport (preferably in the original packaging). In the case of aggregates, all

fluids (oil and fuel) must be removed from the Product by the authorized person. The Guarantor reserves the right to refuse the claim in case of detection of fluids.

6.11. The Guarantor shall ensure that the authorized person is informed within 14 days from the acceptance of the application about the result of recognition and legitimacy of the application. If the defect is confirmed, the Guarantor shall ensure free removal of the defect covered by the guarantee within 60 days from the date of acceptance of the defective Product by the Guarantor at the Guarantor's service premises. If the repair is not possible or not cost-effective, the Guarantor will return the equivalent of the amount paid from the sales document or replace the Product with a defect-free one, at the option of the Guarantor. The method of removal of defects covered by the warranty shall be decided solely by the Guarantor.

6.12. The Guarantor reserves the right to reduce the value of the refund for the Product in case the eligible person has delivered an incomplete Product. The value of the refund may be reduced in proportion to the value of the missing elements according to the purchase prices of these elements. In the case of replacing the Product or damaged parts of the Product with new ones, they become the property of the warrantee, in exchange for the defective elements, which become the property of the Guarantor. The Guarantor shall not return the defective parts of the Product in case of their replacement.

6.13 The Warrantee shall not be entitled to any rights under the warranty other than those mentioned above, subject to the rights under mandatory statutory provisions.

6.14 The Eligible Person shall be obliged to accept the repaired Product, issued to him by the Guarantor within a period not exceeding 20 days from the date of informing the Eligible Person about the readiness of the Product for acceptance. After the expiration of this period, the Guarantor, regardless of any further compensation rights to which it is entitled by law, shall be entitled to:

- a. to charge the Customer with the costs of storage (at the rate of 9 PLN per day)
- b. to give the Product to a court deposit (after informing the Customer)
- c. to ask the Customer to sign a document of declaration of intent to abandon the Product.

DJI DOA WARRANTY ON DJI BRAND PRODUCTS

6.15 With respect to the DJI Product, regardless of the rights and obligations indicated in the preceding paragraphs and subject to paragraph 6.16 below, the Customer may be able to take advantage of the following warranty conditions:

if the DJI Product reveals defects immediately after purchase and these defects are reported to INNPRO Robert Błędowski Sp. z o.o. as the intermediary of the guarantor within seven days from the date of purchase and they are confirmed by the intermediary of the guarantor, the guarantor (indicated in paragraph 6.1.A. above) will use its best efforts to have the Product replaced with a new one free of defects within 14 working days under the DJI DOA (dead on arrival, i.e. the product does not work from the date of purchase) warranty.

6.16 The Guarantor reserves the right to refuse DOA replacement in case of stock shortages or logistical problems, in which case the provisions in paragraphs 6.1-6.14 above will apply.

6.17 The DJI DOA warranty service will not be provided if:

- 1) the product was delivered to the intermediary of the Guarantor (INNPRO Robert Błędowski Sp. z o.o. service) more than seven calendar days after its purchase, or
- 2) the person entitled under the Guarantee did not provide with the product the proof of purchase from the Guarantor, or
- 3) the product supplied by the Customer for replacement does not include all original parts or contains parts damaged through the fault of the user, or

- 4) after examination of the product, performing appropriate checks by the Guarantor, the reported defect is not confirmed.
- 5) errors or damage to the product caused by unauthorized use or modification of the product, such as exposure to moisture, introduction of foreign matter (water, oil, sand, etc.) or improper installation or operation are revealed, or
- 6) it is found that product labels, serial numbers, watermarks, etc. have been forged, altered, etc., or
- 7) the malfunction is caused by uncontrolled external factors, including fires, floods, high winds or lightning strikes.

6.18. INNPRO Robert Błędowski Sp. z o.o. as an intermediary of the guarantor nor the guarantor (indicated in paragraph 6.1.A. above) shall not be liable for:

- 1) Personal injury (including death), property damage, personal injury or material damage caused by the use of the product contrary to the operating instructions.
- 2) Legal and other consequences caused by the user's failure to comply with applicable laws.

6.19 Subject to paragraph 5.2 above, as required by Article 577(1) § 2.1 of the Civil Code, the Guarantor informs that in case of non-conformity of the sold thing with the agreement, the buyer is entitled by law to legal remedies on the part and at the expense of the seller; these remedies are not affected by the guarantee.