

After-sales service policies

If any provision of this warranty is deemed illegal or unenforceable, the legality and enforceability of the remaining provisions shall not be affected or impaired. The warranties set forth in this policy constitute the entire warranty provided by us regarding the product and shall supersede all other express or implied warranties or conditions, including but not limited to implied warranties or conditions of merchantability and fitness for a particular purpose.

Scope of Service

Antigravity promises users who purchase products through its officially authorized channels that, under normal use conditions, the Antigravity products you purchase will be free from defects in materials and workmanship during the warranty period.

- ✓ This after-sales service policy applies only to Antigravity products sold through official channels.
- ✓ For products sold through third-party platforms authorized by Antigravity, only in-warranty repair services are provided. Antigravity does not directly handle returns or exchanges. For return or exchange services, please contact the respective seller for assistance.
- ✓ This service policy applies only to Antigravity products that are purchased for personal use and not for resale purposes.

Warranty Start Time

If there is an activation date, the warranty starts from the activation date.

If there is no activation date, the warranty starts from the purchase proof date.

If both dates are available, the earlier date shall prevail.

If neither is available, the warranty starts from the factory date identified by the serial number + 90 days.

If none of the above information can be provided, in principle, no warranty service will be offered.

*Special Instructions

(1) Description of activation and receipt time: Calculation will start at 0:00 a.m. the day after activation or receipt.

(2) For non-complete machine purchase accessories, the time of purchase voucher shall prevail.

Proof of Purchase

A valid proof includes purchase invoices, receipts, and order numbers.

If no activation time is available, the purchase proof date shall be used.

The following conditions do not meet the after-sales service.

- × Damages due to human factors unrelated to product quality, such as collisions, burns, or flyaway incidents;
- × Unauthorized modifications, disassembly, shell opening, etc. not guided by the official manual;
- × Damages caused by incorrect installation, use, or operation contrary to the user manual, including water damage;
- × Damages caused by self-repair or assembly of components without official guidance;
- × Damages due to improper circuit modifications, or incorrect pairing/use of battery packs or chargers without official guidance;
- × Damages during flight or filming due to non-compliance with the user manual;
- × Operation in harsh environments causing damage, such as strong wind, rain, sand, etc.;
- × Operation in environments with complex electromagnetic interference, such as mining areas, transmission towers, high-voltage lines, substations, etc.;
- × Damage due to signal interference from other wireless devices, such as transmitters, video transmission, Wi-Fi signals, etc.;
- × Damage caused by taking off with payloads exceeding the safe take-off weight;
- × Damage due to forced flight with aged or damaged components;
- × Reliability and compatibility issues when used with non-Antigravity-certified third-party components;
- × Damage caused by low battery or use of faulty batteries, leading to insufficient discharge;
- × Tampering with or removal of serial numbers, factory labels, or other identifiers;
- × In case of product flyaway, failure to follow official certification procedures;
- × After confirming warranty service with Antigravity technical advisor, failure to ship the relevant items within 7 calendar days.

Disclaimer

Antigravity shall not be liable for any loss or disclosure of data included in the product, including confidential, proprietary, or personal information.

Antigravity shall not be liable for any direct or indirect losses, including property loss or personal injury, resulting from user failure to follow the "Product User Manual Guidelines" or "Safe Drone Flight Terms".

If the user cannot provide relevant flight records or flight data (e.g., if the user does not use the APP during flight and loses the drone, thus unable to provide logs or data), Antigravity reserves the right to deny free after-sales service.

Regardless of whether any remedy outlined in this document meets its essential purpose, and regardless of whether claims are based on contract, warranty, negligence, strict liability, or other legal theories, Antigravity and its affiliates, suppliers, distributors, or service providers shall not be liable under any circumstance for the following - even if informed of the possibility: 1) Claims for damages made by third parties against you; 2) Loss, damage, or disclosure of your data; 3) Special, incidental, indirect, or consequential damages, including but not limited to loss of profits, business income, goodwill, or anticipated savings. Regardless of the cause, the total liability of Antigravity and its affiliates, suppliers, distributors, or service providers shall be limited to direct damages actually suffered by you, and not exceeding the amount you paid for the product.

The above limitations do not apply to personal injury (including death) or property damage (real or tangible) for which Antigravity is legally liable.

Warranty Periods for Main Devices and Accessories

Product	Main Components	Warranty Period
Antigravity A1	Main Controller	12 months
	Antigravity Grip	12 months
	Antigravity Vision	12 months
	Flight Battery	12 months and fewer than 200 cycles
	High-Capacity Flight Battery	Not Applicable
	Charging Hub	12 months
	Antigravity 35W GaN Fast Charger	12 months
	Propeller Guards	Not Applicable
	Propellers	No Warranty
	Replacement Lens Kit	3 months
	Lexar 253GB U3 A2 V30 microSDXC	No Warranty
	Antigravity Quick Reader	3 months
	Landing Pad	No Warranty
	Sling Bag	3 months
	Antigravity Vision Battery	12 months
	Antigravity Vision Head Strap	3 months
	Antigravity Vision -3.0D Corrective Lenses	3 months
Antigravity Vision USB-C to DC Power Cable	No Warranty	
Retailed accessories	Retailed accessories	3 Months

*The product warranty period may vary depending on mandatory legal provisions in your country/region. If the legal warranty period is longer than that listed on this website, the legal provision shall prevail.