

Returns, Repairs, Replacements, and Refunds

Consumer Solo products purchased directly from 3D Robotics or from an Authorized 3D Robotics Reseller may be returned under either of the following circumstances:

- Within 30 days of purchase under the 30-Day Money-Back Guarantee for Solo; or
- Within the Warranty period if defective.

30-Day Money-Back Guarantee for Solo Consumer

If you don't like your Solo, we'll take it back. You may return your Solo in new or like-new condition within 30 days of purchase for a full refund. All Solo branded items listed on the same receipt as your Solo are eligible for refund. All items must be returned complete and in the original packaging. Associated shipping costs or fees will not be paid or refunded. All items must be in new or like-new conditions without cracks, dents or scratches to the body (except propellers).

To return a Solo under the 30-Day Money-Back Guarantee for Solo, use the following process:

Step 1. Contact Us

Contact 3DR at help@3dr.com. Answer a short survey to help us make Solo better.

Step 2. Obtain Return Authorization Code

We'll provide a return authorization code.

Step 3. Return your Solo

Return your Solo to the place of purchase with the original receipt and the return authorization code to obtain your refund. If you purchased your Solo directly from 3D Robotics, mail it back to us in its original packaging and please include the return authorization code on the label.

Our address is:

3D Robotics, Inc.

8662 Siempre Viva Rd.

San Diego, CA 92154

30-Day Money-Back Guarantee Return Processing

If you return your Solo to 3D Robotics under Step 3 above, we will inspect it. If the Solo is complete, undamaged and in its original packaging, we will send you a refund within 10 business

days. If the Solo does not qualify for a refund, we will notify you. Any non-qualifying Solo will be returned to you at your expense.

Warranty Returns

If your 3D Robotics product has a defect in materials or workmanship, please contact our Service team at help@3dr.com. The team can help you diagnose and fix problems to get you back in the air. If we can't help you fix the problem, you may be entitled to repair or replacement

You may view our product warranty [here](#). The warranty covers defects in materials and workmanship during the warranty period. The warranty is limited and will not apply, for example, when the product has been misused or altered.

To return a product because it fails our product warranty, use the following process:

Step 1. Obtain Return Authorization Code

Request a return authorization code by sending a request to help@3dr.com. Please include the product model, quantity, and description of the issue(s) in the request. 3DR will respond with a return authorization code.

Step 2. Ship

Mail the product to us in its original package with all contents. Returns must include the return authorization code on the shipping label and be sent to 8662 Siempre Viva Rd. San Diego, CA 92154.

Products delivered to us without a return authorization code or without original packaging and contents will be returned to you at your expense.

Warranty Return Processing

3D Robotics will test your product. If your product qualifies for warranty repair or replacement, 3D Robotics will, at its sole discretion, (i) repair or replace the product or (ii) issue store credit instead of repair or replacement.

If your product does not qualify for warranty repair or replacement, 3D Robotics will notify you. You may authorize us to repair the product at your expense, including a \$50 inspection fee.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.