



Veho Limited Manufacturer's Warranty

Veho guarantees that, under the following conditions during the warranty period, starting from the date product is purchased, warranty service will be provided for 1 year.

Diagnostic, labour, materials, tests and return delivery are covered pursuant to Veho service warranty.

Warranty and Service Terms

- Veho requests that customers are responsible for shipping costs when sending their product(s) in for return, repair or exchange.
- Technical staff of after-sales service centres will examine the product to identify the problem and responsibility. If it is a quality problem of the product itself, Veho will accept all the test cost, material cost, labour cost, and delivery fee when sending the repaired product back to customer.
- If Veho determines that the product(s) do not fall under the warranty, Veho will advise the customer of the cost of repair and return delivery prior to repairing or sending the product(s).
- If your issue is not subject to warranty or caused by non-manufacturing issue, then examination cost, material and labour cost will be charged according to the nature of the problem, subject to checking with customer first.

The following conditions must be met for application of warranty service to apply :

- During warranty period, product is normal used, as intended by the manufacturer.
- All labels, serial numbers, etc. show no signs of tampering or altering.
- No Crash or burning caused by non-manufacturing factors.
- No Damage caused by unauthorized modification, disassembling or shell opening which did not follow the instruction of official manuals.
- No Damage caused by improper installation, or incorrect use or operation despite the guidance of manuals.
- No Damage caused by unauthorized modification of circuit, mismatch or misuse of battery and charger.
- No Damage caused by any flights which didn't follow the instructions of the manuals.
- No Damage caused by operation in bad weather (i.e. strong wind, rain, sand/dust storm, etc.)
- No Damage caused by operating the unit in an electromagnetic interference environment (i.e. mining area, radio transmitting tower, high-voltage wire, substation, etc.).
- No Damage caused by operating the unit in a known environment with interference with other wireless devices (i.e. transmitter, video-link, Wi-Fi signals, etc.).
- No Damage caused by operating the unit with a weight greater than safe take-off weight.
- No Damage caused by forced flight when components have been aged or damaged.
- No Damage caused by reliability or compatibility issues when using unauthenticated third-party parts.
- No Damage caused by operating the unit with a low charged or defective battery.



Warranty and Service Terms Contact & Procedure

Key Contacts

Online service centre <http://www.veho-world.com/main/support.aspx>

Support email technical@veho-uk.com

Service Centre Address – Veho Service Centre
1031 N Redmond Road,
Jacksonville, Arkansas, USA 72076

Warranty Service Procedure

1. Create support ticket by using the Veho online support centre <http://www.veho-world.com/main/support.aspx>
2. By return you will be contacted by a support engineer by phone or email who will diagnose any troubleshooting procedures before invoking warranty service
3. Veho issues returns form and unique service number
4. Customer returns product to Veho service centre
5. Veho verifies that the product and issue complies with the warranty and service terms
6. If so then Veho repairs and delivers product back to customer under limited warranty terms
7. If not then Veho service centre quotes service repair
8. Customer accepts or declines paid repair service
9. Veho returns product following customer instruction