POLICY DOCUMENT

Limited Warranty & Return Policy

Coverage terms, exclusions, shipping, and returns for every FPV drone, frame kit, and accessory we sell.

EFFECTIVE	APPLIES TO	GOVERNING LAW	SUPPORT
Nov 4, 2026	Original purchaser	North Carolina	support@sentineldynamicsllc.com

6 MO	90 DAYS	7 DAYS	30 DAYS
ELECTRONICS, MOTORS & PRINTED FRAME	BATTERIES, OR 50 CHARGE CYCLES	DEAD-ON-ARRIVAL WINDOW	RETURNS FOR ANY REASON

SECTION 01

Introduction and Scope

Sentinel Dynamics warrants that each FPV drone, frame kit, and accessory we sell will be free from manufacturer defects in materials and workmanship under normal use, for the periods listed in Section 2.

This Limited Warranty applies only to the original purchaser who bought the Product directly from Sentinel Dynamics or an authorized reseller. It is not transferable. Proof of purchase (order number, receipt, or invoice) is required for all warranty and return requests.

Our Products are hand-built and use components produced by additive manufacturing. Minor cosmetic variations such as layer lines, slight color differences, or small surface marks are a normal result of the additive manufacturing process and are not defects.

SECTION 02

Warranty Period

The warranty period begins on the date the Product is delivered to you, as shown by the carrier's tracking record. Different parts carry different periods:

COMPONENT	WARRANTY PERIOD
Flight controller, ESC, VTX, receiver, camera	**6 months**
Motors	**6 months**
3D-printed frame and printed parts	**6 months**
LiPo / Li-ion batteries (if included)	**90 days or 50 charge cycles, whichever comes first**
Propellers, antennas, straps, mounting hardware, and other consumables	Not covered unless manufacturer defects are present

A repaired or replaced Product is covered for the remainder of the original warranty period or 30 days, whichever is longer.

SECTION 03

What This Warranty Covers

This warranty covers failures caused by a manufacturer defect that appear during normal use within the warranty period. Examples include:

- An electronic component that is dead on arrival or fails without impact, water exposure, or electrical misuse
- A frame or printed part that cracks, delaminates, or separates along print layers without a crash or impact
- Faulty soldering, loose or incorrect wiring, or assembly errors made by us
- Firmware or configuration we installed that prevents the Product from arming or flying as described

We decide whether a failure is a covered defect after inspecting the Product, photos, video, or flight logs (such as Blackbox data). We may ask for any of these before approving a claim.

SECTION 04

What This Warranty Does Not Cover

FPV flying carries a real risk of crashes and impact damage. This warranty does not cover damage or failure caused by any of the following:

01 **Crashes and impacts.** Collisions with the ground, trees, structures, people, vehicles, or other objects, including damage from hard landings, prop strikes, or falls, whatever the cause.

02 **Modification.** Any change to the Product's hardware, wiring, firmware, or configuration that we did not make, including:

- Replacing, re-soldering, or adding components, antennas, or accessories
- Cutting, drilling, sanding, heating, gluing, or reprinting frame parts
- Flashing unofficial or modified firmware, or changing settings in a way that damages hardware (for example, motor output limits or VTX power above the hardware's rating)
- Using third-party parts in place of original parts

03 **Water, moisture, and environment.** Water, rain, snow, salt, sand, mud, or exposure to temperatures outside the Product's operating range.

04 **Electrical misuse.** Incorrect battery voltage or polarity, short circuits, over-discharged or damaged batteries, or use of incompatible chargers or power sources.

05 **Improper use.** Flying outside the instructions we provide, flying in violation of local laws or FAA rules, racing or freestyle damage that results from impact, or use for commercial, rental, or competition purposes [unless otherwise agreed in writing].

06 **Normal wear and tear.** Worn motor bearings, frayed wires, scuffs, scratches, faded colors, and gradual battery capacity loss after the warranty period outlined in Section 2.

07 **Shipping and handling after delivery.** Damage during shipment you send to us that results from inadequate packaging.

08 **Loss or theft.** Lost, stolen, or flyaway Products after delivery. Packages lost or damaged in transit to you are handled under Section 5.

09 **Cosmetic issues.** Marks or variations that do not affect flight performance, including normal 3D-print artifacts described in Section 1.

10 **Unverifiable claims.** Products without proof of purchase, or with serial labels or warranty stickers removed or altered.

If we find that damage was caused by an excluded cause, we will tell you and can offer a paid repair quote instead.

SECTION 05

Shipping, Delivery, and Transit Damage

SHIPPING AND TRACKING

We ship every order with a tracked carrier service. The delivery date in the carrier's tracking record starts your warranty period, the 7-day dead-on-arrival window, and the 30-day return window. Products with lithium batteries ship by ground service, and batteries are shipped partially charged for transport safety. Fully charge them with a compatible charger before your first flight.

DAMAGED IN TRANSIT

If your order arrives damaged, email support@sentineldynamicsllc.com within 5 days of delivery with your order number and photos of the outer box, the packing materials, and the Product. Keep all packaging until the claim is resolved, because the carrier may need to inspect it. We will file the carrier claim and repair or replace the damaged Product, or refund it if replacement isn't possible. You don't have to wait for the carrier claim to be settled.

LOST IN TRANSIT

If the carrier reports the package lost, contact us and we will open a trace with the carrier. If the package is confirmed lost, we will reship your order or refund it. If tracking shows the package as delivered but you didn't receive it, contact us within 3 days and we will work with the carrier to locate it.

SENDING PRODUCTS TO US

Don't ship anything to us without a Return Authorization (RA) number. With your RA number, we send packing instructions and, when we cover shipping (dead-on-arrival claims or our error), a prepaid ground shipping label. Use only the label or service we specify.

BATTERIES IN RETURNS

Don't include batteries in a return or warranty shipment unless we ask for them. If we need a battery back, we will send a prepaid ground label and instructions. Never ship a battery that is swollen, punctured, leaking, hot, or damaged in a crash. Send us photos instead and take it to a local battery recycling drop-off. We can evaluate battery warranty claims from photos.

PACKING YOUR SHIPMENT

Remove the propellers. Place the Product in its original box, then place that box inside a sturdy outer shipping box with padding on all sides. Write your RA number on the outer box, not on the product box.

REPAIRS AND REPLACEMENTS

We ship repaired and replacement Products for approved claims by tracked ground service at no cost to you. Replacement batteries may ship separately by ground service.

SECTION 06

How to Get Warranty Service

STEP 01

Contact us before shipping anything

Email support@sentineldynamicsllc.com within the warranty period with your order number, a description of the problem, and clear photos or video showing it.

STEP 02

Receive a Return Authorization (RA) number

If the claim looks eligible, we will send an RA number and shipping instructions. Packages without an RA number may be refused.

STEP 03

Ship the Product

Pack it securely and write the RA number on the outside of the box. Follow the packing and battery instructions in Section 5, and use only the shipping label or service we specify.

STEP 04

Inspection

We inspect the Product within 5–7 business days of receiving it and tell you the result.

We pay return shipping to you for approved warranty claims. You pay shipping to us unless the Product was dead on arrival within 7 days of delivery, in which case we cover both ways.

SECTION 07

Remedies

If we confirm a covered defect, Sentinel Dynamics will, at your choice:

- **Repair** the Product with new or refurbished parts
- **Replace** the defective part or the whole Product with an equivalent model
- **Refund** the purchase price of the defective part or Product, if repair or replacement is not practical

These remedies are your sole and exclusive remedies under this warranty. Replaced parts become our property.

SECTION 08

30-Day Return Policy

Separate from this warranty, you may return a Product for any reason within 30 days of delivery, as long as it can be resold as new.

To qualify for a return, the Product must:

- Be returned by the original purchaser, with proof of purchase
- Be complete, with all parts, accessories, manuals, and original packaging

- Be undamaged, unmodified, and in the same condition it arrived, with no crash marks, scuffs, or signs of flight beyond a brief bench test
- Have all seals, labels, and serial stickers intact

We may refuse a return, or offer a partial refund, if the Product shows use, damage, or missing items that would prevent us from reselling it as new.

HOW TO RETURN	Email support@sentineldynamicsllc.com within 30 days of delivery to request a Return Authorization number, then ship the Product to us using the instructions we provide. You pay return shipping unless the return is due to our error or a defect.
REFUNDS	Once we receive and inspect the Product, we will refund the purchase price to your original payment method within 7–10 business days. Original shipping charges are non-refundable.
NOT RETURNABLE	Batteries that have been charged or used, custom-built or custom-tuned orders, and items marked final sale.

SECTION 09

Limitation of Liability and Your Legal Rights

To the fullest extent permitted by law, Sentinel Dynamics is not liable for any indirect, incidental, special, or consequential damages arising from the use or failure of the Product. This includes damage to other property, personal injury, lost data or footage, and lost time or income. Our total liability will not exceed the price you paid for the Product.

Any implied warranties, including merchantability and fitness for a particular purpose, are limited to the warranty periods in Section 2. Some states do not allow limits on implied warranties or the exclusion of incidental or consequential damages, so these limits may not apply to you.

This warranty gives you specific legal rights, and you may have other rights that vary by state or country. Nothing in this policy limits rights you have under applicable consumer protection law. This policy is governed by the laws of the State of North Carolina.

FLY SAFE

You are responsible for flying safely and in compliance with all applicable laws, including FAA registration and Remote ID requirements where they apply.

Contact Sentinel Dynamics

Warranty claims, returns, and RA requests

EMAIL support@sentineldynamicsllc.com

WEB sentineldynamicsllc.com