

Warranty Policy

Under en on 八月 24, 2016

• **ONE (1) Year Limited Warranty of Insta360 Products**

General After-Sales Service Flow

Carefully read the terms and conditions.

Contact Insta360 technical support team for assistance.

WARRANTY LIMITATIONS SUBJECT TO CONSUMER LAW

To the extent permitted by law, this warranty and the remedies set forth are exclusive and in lieu of all other warranties, remedies and conditions, whether oral, written, statutory, express or implied. Insta360 disclaims all statutory and implied warranties, including without limitation, warranties of merchantability and fitness for a particular purpose and warranties against hidden or latent defects, to the extent permitted by law. In so far as such warranties cannot be disclaimed, Insta360 limits the duration and remedies of such warranties to the duration of this express warranty and, at Insta360's option, the repair or replacement services described below.

WHAT IS COVERED BY THIS WARRANTY

This Insta360 Warranty Policy only apply to Insta360 products you purchased for your own use and not for resale.

Insta360 warrants that each Insta360 product (accessories not included) that you purchase will be free from material and workmanship defects under normal use during the ONE (1) YEAR warranty period. The warranty period for a product starts on the day a product is received, or as may be otherwise specified by Insta360. The warranty period of accessories are as specified in “warranty period of main **parts**” below.

WHAT IS NOT COVERED BY THIS WARRANTY

This Warranty does not apply to any non-Insta360 branded hardware products or any software, even if packaged or sold with Insta360 hardware. Software distributed by Insta360 with or without the Insta360 brand (including, but not limited to system software) is not covered by this Warranty. Insta360 does not warrant that the operation of the Insta360 Product will be uninterrupted or error-free. Insta360 is not responsible for damage arising from failure to follow instructions relating to the Insta360 Product's use.

This Warranty does not apply:

1. to consumable **parts**, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
2. to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship;
3. to damage caused by use with a third party component or product.
4. to damage caused by accident, abuse, misuse, fire, liquid contact, earthquake or other external cause;
5. to damage caused by operating the Insta360 Product outside Insta360's published guidelines;
6. to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Insta360 or an Insta360 Authorized Service Provider.
7. to an Insta360 Product that has been modified or disassembled without the written permission of Insta360;
8. to defects caused by normal wear and tear or otherwise due to the normal aging of the Insta360 Product;
9. to damage caused by unauthorized modification of circuits and mismatch or misuse of the battery and charger;
10. if any serial number has been removed or defaced from the Insta360 Product;
11. if Insta360 receives information from relevant public authorities that the product has been stolen or if you cannot prove in any way that you are the authorized user of the product (e.g. by presenting proof of purchase).
12. to any software programs, whether provided with the product or installed subsequently.
13. Product has not been sent back to Insta360 in seven (7) calendar days after warranty confirmation from Insta360.

WHAT WILL INSTA360 DO

Contact Insta360 and specify your problem.

Insta360 will attempt to diagnose and resolve your problem by telephone, e-mail or online chat. Insta360 may direct you to download and install particular software updates.

If your problem cannot be resolved by remote assistance or through the application of software updates, you may be required to deliver the product to Insta360 for further examination. Insta360 will repair/replace the Insta360 product using new or previously used part(s)/product(s) that are equivalent to new in performance and reliability.

Insta360 will examine the returned product(s) to identify the problem, if Insta360 determines that the issue in question is not covered by this Insta360 Warranty Policy, you will have to apply for Customer Paid Repair Service.

LIMITATION OF LIABILITY

Insta360 is NOT responsible for loss or disclosure of any data, including confidential information, proprietary information, or personal information, contained in a product.

Except as provided in this warranty and to the maximum extent permitted by law, Insta360 is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to, compromise or corruption of data; or any indirect or consequential loss or damage howsoever caused including the replacement of equipment and property, any costs of recovering, programming, or reproducing any program or data stored in or used with the Insta360 product or any failure to maintain the confidentiality of information stored on the Insta360 product.

The foregoing limitation does not apply to damages for bodily injury (including death), damage to real property or damage to tangible personal property for which Insta360 is liable under law.

As some states or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, the above limitation or exclusion may not apply to you.

ESSENTIAL INFORMATION

- Please contact Insta360 technical support team or submit after-sales request before sending back any product, Insta360 may reject or return products without an assigned RMA number.
- Customers can obtain warranty service only at a designated Insta360 repair center. International warranty service is not supported.

WARRANTY PERIOD OF MAIN PARTS

Product	Main components	Warranty Period
Insta360 ONE	Insta360 ONE	1 year
	Micro USB cable	1 month
	8GB Micro SD card	1 month
Insta360 EVO	Insta360 EVO	1 year

	3D Viewer	1 month
	Tabletop Tripod	1 month
Insta360 ONE X	Insta360 ONE X	1 year
	Data cable	1 month
	Battery	3 months
	MicroSD Card	1 month
	Protective Pouch	No Warranty
Insta360 Pro	Insta360 Pro	1 year
	Battery	3 months
	Power adapter	1 month
	Type-C data cable	1 month
	USB Ethernet card	1 month
	Network cable	1 month
Insta360 Pro 2	Insta360 Pro 2	1 year
	Insta360 farsight	1 year
	Battery	3 months
	Power adapter	1 month
	Type-C data cable	1 month
	USB Ethernet card	1 month
	Network cable	1 month
Insta360 Nano	Insta360 Nano	1 year
	Micro-USB to USB Cable	1 month
	Virtual Reality Glasses(Cardboard)	No Warranty
Insta360 Air	Insta360 Air	1 year

	USB Adapter	1 month
Insta360 4K beta	Insta360 4K beta	1 year
	1/4"-20 Tripod Adapter	1 month
	USB to DC charging cable	1 month
	USB OTG Cable	1 month
	Micro-USB to USB Cable	1 month
	TF (Micro SD) Card	1 month
	Power Adapter	1 month
Retailed accessories	Selfie Stick	3 months
	Bluetooth remote controller Cable	3 months
	Waterproof Housing(Cardboard)	3 months