



Warranty policy

Gudsen warranty covers all defects in materials and workmanship for all products sold by Gudsen.com. Only original, unaltered, and unmodified materials and workmanship are covered by this policy. This warranty does not cover damage caused by improper deployment, misuse, accidents, neglect, or the natural breakdown of materials over time. Products should be returned to us for evaluation. Items with defects in materials and workmanship will be repaired, exchanged or refunded. For more information about repair, exchange and Returns, please visit our website after service policy .

Warranty Period

At gudsen, we offer lifetime warranty and limited warranty for different products varying on the materials, workmanship, usage rate, and the availability of the spare parts for each product. Details as below:

Product	Main Components	Warranty Period
MOZA Air 2	Air2 gimbal	12 months
	Gimbal battery cover	3 months
	Gimbal motors	3 months
	Moza custom battery	3 months
	Moza custom battery charger	3 months
	Accessories cables	1 month
	iFocus(option)	12 months
MOZA Air/AirCross	Air/AirCross Gimbal	12 Months
	Handle Bars/Side handles/Handle Clamp	12 Months
	Wireless Thumb Controller	12 Months
	Gimbal Motors	3 Months
	Moza Custom Battery	3 Months
	Moza Custom Battery Charger	3 Months
	Accessories Cables/Lens Support	1 Month
MOZA Mini-MI	MOZA Mini-MI Gimbal	12 Months
	Battery	3 Months
	Tripod	1 Month
	Charging Cable	No Warranty
MOZA Lite2/2P	Lite2/2P Gimbal	12 Months
	Lite2/2P Carry Case	12 Months
	Wireless Thumb Controller	12 Months
	Moza Custom Battery	6 Months
	Moza Custom Battery Charger	6 Months
Retailed accessories	Retailed accessories	1 Month

Consumers are responsible for shipping cost when sending their product(s) back if the permission is granted by the Gudsen,

Technical Support will examine and identify the problem and responsibility; Gudsen will cover all the test cost, material cost, labor cost, and delivery fee when sending the repaired product back to customers if it is a quality problem.

If the product is deemed not to be covered by this warranty, we will contact customer to accept the repair cost, or on its option, have the product returned back to the customer;

Consumers can contact support@gudsen.com for more details of maintenance process;

How to Get Warranty Services?

Once you have made a decision to return items, please contact the email: info@gudsen.com to get a Return Merchandise Authorization (RMA) number. Once we have received your returns with all required documents, you will receive replacements that are in stock within 1-3 business days or get refunded within 7 business days.

For more information about Exchange and Returns, please visit our website after-service policy.