



DRONESENSE

Refund & Warranty Policy

By purchasing products or services provided by DroneSense, Inc., You, the Customer, agree to the following policies:

DroneSense, Inc. strives to provide an excellent customer experience. We will do everything within our capacity to ensure our customers are 100% satisfied with their purchase. All unopened products may be returned within 14 days of purchase with an approved RMA number obtained by filling out our online return form. In order to receive an RMA number, please have your sales receipt ready and complete the online RMA form. A representative will respond to your RMA request within 24 business hours.

All returned or exchanged items must be in brand new condition, in their original box, and must include all original packing material, blank warranty cards, manuals, documents, and all accessories. Items that have been activated, previously flown, used, or show any sign of wear, may be accepted at the sole discretion of PTS with a minimum 20% re-stocking fee.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will promptly notify you of the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment) less shipping charges. You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Warranty

No warranty offered.