

## B2B Warranty Statement

### 5. Complaints about services and warranty

5.1. The Customer may submit complaints about the services provided by the Seller electronically by submitting an appropriate request to the Seller via the contact details provided in section 1.1.

5.2. The Seller's liability under the warranty for goods towards the Customer is excluded pursuant to Article 558 § 1 of the Civil Code.

### 6. Warranty statement — durability warranty — distribution warranty

The following warranty statement is made exclusively to professional Customers—entrepreneurs entering into a contract directly related to their business activity, when the content of the contract indicates that it is of a professional nature for the Customer.

6.1. **INNPRO Robert Błędowski Sp. z o.o., with its registered office in Rybnik, ul. Rudzka 65 C, 44-200 Rybnik**, hereinafter referred to as the “**Guarantor**,” guarantees the proper functioning of the goods from its offer, other than those specified in points 6.1.A. - 6.1.M. and point 6.2. below, hereinafter referred to as “**Goods**,” for a period not shorter than the warranty period specified in point 6.5 below, provided that they are installed and operated in accordance with the instructions for use and the recommendations of the manufacturer or distributor in the user manual. The warranty statement is valid in the territory of the Republic of Poland and applies to Goods purchased within its territory. The warranty statement or warranty card is delivered directly with the Goods, or — in the case of a purchase in the Guarantor's online store — information about the existence and content of the warranty is presented in the description of the Goods and on the website: [service.innpro.eu/warranty](https://service.innpro.eu/warranty).

6.1.A. For **DJI** brand products, excluding **DJI DOCK** products, the guarantor is **SZ DJI Technology CO., LTD. Lobby of T2, DJI Sky City, No. 53 Xianyuan Road, Xili Community, Xili Street, Shenzhen, China**. **INNPRO Robert Błędowski Sp. z o.o.** is an intermediary appointed by the manufacturer solely for the purpose of forwarding warranty claims from eligible persons in Poland to authorized repair services designated by **DJI**.

6.1.B. For **DJI DOCK** goods, the guarantor is **INNPRO Robert Błędowski Sp. z o.o., with its registered office in Rybnik, ul. Rudzka 65C, 44-200 Rybnik**, in accordance with the terms and conditions set out in this statement.

In order to maintain the warranty rights for the goods, it is necessary to perform periodic technical inspections of the Goods every 6 months, in accordance with the inspection card (attachment “**DJI DOCK inspection card**” at <https://service.innpro.eu/warranty>). Periodic inspections are carried out free of charge by and at the expense of the Guarantor.

6.1. C. For **RENEWD** brand goods, the guarantor is **Renewd, Burgemeester Verderlaan 11E, 3544AD Utrecht, Netherlands**. **INNPRO Robert Błędowski Sp. z o.o.** is an intermediary appointed by the manufacturer solely for the purpose of forwarding warranty claims from eligible persons in Poland to authorized repair services designated by **RENEWD**.

6.1.D. For **AMAZFIT** and **ZEPP** brand products, the guarantor is **Zepp North America Inc., 18400 Von Karman Avenue, Suite 130, Irvine, CA 92612 Irvine, USA**. **INNPRO Robert Błędowski Sp. z o.o.** is an agent appointed by the manufacturer solely for the purpose of forwarding warranty claims from eligible persons in Poland to authorized repair services designated by **AMAZFIT**.

6.1.E. For **ECOFLOW** brand products, the guarantor is **EcoFlow Inc, Factory Building A202, Founder Technology Industrial Park, North Side of Songbai Highway, Longteng Community, Shiyan Sub-district, Baoan District, Shenzhen City, Guangdong, China**. **INNPRO Robert Błędowski Sp. z o.o.** is an intermediary appointed by the manufacturer solely for the purpose of forwarding warranty claims from eligible persons in Poland to authorized repair services designated by **ECOFLOW**.

6.1.F. For **Insta360** brand products, the guarantor is **Arashi Vision Inc, 25 Mauchly, STE 308, Irvine, CA 92618 Irvine, USA**. **INNPOR Robert Błędowski Sp. z o.o.** is an agent appointed by the manufacturer solely for the purpose of forwarding warranty claims from eligible persons in Poland to authorized repair services designated by **Insta360**.

6.1.G. For **Mirfak, Hobbywing, SRT, Savox, HiVOLT, Double Eagle, and Joysway** brand products, the guarantor is **KAVAN Europe s.r.o., Doubravice 110, 533 53 Pardubice, Czech Republic**. **INNPOR Robert Błędowski Sp. z o.o.** is an intermediary designated by the manufacturer only to forward warranty claims from persons authorized in Poland to authorized repair services designated by **KAVAN Europe s.r.o.**

6.1.H. For **Akaso** brand goods, the guarantor is **Akaso Tech LLC, 4907 International Blvd, STE 108, Frederick, MD 21703 Frederick, USA**. **INNPOR Robert Błędowski Sp. z o.o.** is an intermediary appointed by the manufacturer solely for the purpose of forwarding warranty claims from eligible persons in Poland to authorized repair services designated by **Akaso**.

6.1.I. For **Dreame** brand products, excluding **robotic lawn mowers**, the guarantor is **DREAME INTERNATIONAL (HONG KONG) LIMITED, a company registered under Hong Kong law, with its registered office at: Room H28G, Blk EH, 10th Floor, Golden Bear Ind. Ctr., 66-82 Chai Wan Kok St., Tsuen Wan, Hong Kong**. Warranty claims in Poland should be made using the manufacturer's dedicated form available at <https://apeu1.fscloud.com.cn:6300/t/dreameinternational/wss/index.html#/home> or by emailing [dreamesupport@dreame.tech](mailto:dreamesupport@dreame.tech)

6.1.J. For **Dreame** mowing robots, the guarantor is **Automax Technologies (HONG KONG) CO., Limited, a company registered under Hong Kong law with its registered office at: UNIT 1104A 11/F KAI TAK COMM BLDG NO 317-319 DES VOEUX RD Central SHEUNG WAN HONG KONG**. Warranty claims in Poland should be made using the manufacturer's dedicated form available at <https://apeu1.fscloud.com.cn:6300/t/dreameinternational/wss/index.html#/home> or by emailing [dreamesupport@dreame.tech](mailto:dreamesupport@dreame.tech).

6.1.K. For **Roborock** brand products, the guarantor is **Beijing Roborock Technology Co. Ltd., Kangjian Baosheng Plaza, Building 1, Room 6016, 6017 and 6018, 6F, Block C, No.8 Heiquan Road, Haidian District, 102206 Beijing, China**. Warranty claims in Poland should be made using the manufacturer's dedicated form available at <https://pl.roborock.com/pages/support-repair> or by emailing [support-pl@roborock-eu.com](mailto:support-pl@roborock-eu.com).

6.1.L. For **MOVA** brand products, the guarantor is **SpaceWalker Technology Hong Kong CO., Limited, a company established under the laws of Hong Kong SAR, with its registered office at ROOM 01, 26TH FLOOR, WORKING VIEW COMMERCIAL BUILDING, 21 YIU WAH STREET, CAUSEWAY BAY HK**. Warranty claims in Poland should be made using the manufacturer's dedicated form available at <https://apeu1.fscloud.com.cn:6300/t/dreameinternational/wss/index.html#/home> or by email to [movasupport.pl@nova-tech.com](mailto:movasupport.pl@nova-tech.com).

6.1.M. For **Hohem** brand products, the guarantor is **Shenzhen Hohem Technology CO., Ltd., a company registered under Hong Kong law, with its registered office at: B106, Building 2, Jiuxianglin Industrial Park, 4227 Xili Lake Road, Nanshan District, Shenzhen City, Guangdong 518055, China**. **INNPOR Robert Błędowski Sp. z o.o.** is an intermediary appointed by the manufacturer solely for the purpose of forwarding warranty claims from eligible persons in Poland to authorized repair services designated by **Hohem**.

Whenever this warranty statement refers to the Goods, such reference shall apply accordingly to the Goods guaranteed by one of the entities specified in sections 6.1.A. - 6.1.M. above.

6.2. The warranty does not cover: additional and replaceable accessories, such as those that are or may be exposed to constant or variable loads, such as propellers, tripods, mounting brackets, suction cups, brushes, filters, sliders, discs, saw blades, drill bits, soles, grinders, paint coatings, rubber components, gears, bearings, belts, drums, rings, cylinders, pistons, bearings, motor brushes, power or transmission cables in the event of damage to the insulation or plug, rolling or moving parts; the

warranty does not cover dents in packaging, fading or discoloration of packaging, scratches, or worn-off inscriptions.

6.3. The warranty does not cover Goods which, due to their personal nature, manner of use, and contact with the user's body, cannot be sent for service without violating hygiene standards. This applies in particular to Goods which cannot be restored to a condition that allows them to be safely reused or sold by a third party, or which would require excessive expenditure to do so. For example, such Goods include personal care devices (e.g., toothbrushes, shavers, epilators), medical accessories, and in-ear headphones.

6.4. The first purchaser of the Goods — the Customer of INNPRO Robert Błędowski Sp. z o.o. — is entitled to the Warranty. The rights under the Warranty are not transferred to subsequent purchasers of the Goods. INNPRO Robert Błędowski Sp. z o.o. — nor the guarantor indicated in points 6.1.A. — 6.1.M. — is a party to the subsequent purchaser of the Goods.

6.5. The condition for the acceptance and consideration of a warranty claim by the Guarantor is the delivery of the Goods to the Guarantor's service center together with a description of the defects identified by the Customer, in accordance with the following paragraphs, as well as the submission of proof of purchase of the Goods from INNPRO Robert Błędowski Sp. z o.o., and indicating the visible and legible serial number of the Product, if any.

6.6. Warranty period:

The warranty period is specified in accordance with the information in the warranty statement or warranty card referred to in section 6.1 above and in the product card on the website [b2b.innpro.eu](http://b2b.innpro.eu), excluding batteries built into the device or included in the set.

- The warranty period for the battery is independent of the warranty period for other Goods and is 12 months.

The warranty period is generally calculated from the date of purchase of the Goods by the Customer from the Guarantor, subject to the following provisions:

In the case of DJI brand goods, the warranty period is calculated from the date of activation of the goods by the first purchaser (INNPRO Robert Błędowski Sp. z o.o.) or the date of purchase by the above-mentioned first purchaser, whichever occurs first — unless the detailed specifications provided on the product card or by the manufacturer in the user manual indicate a different starting point for the warranty period. The Customer can check the start and end dates of the warranty period for the purchased Goods via the service panel at [serwis.innpro.pl](http://serwis.innpro.pl) after registering in the service application and logging in correctly. The guarantor reserves the right to refuse to provide a service in the form of replacing the Goods with new ones in a situation where the Goods have been withdrawn from sale or their support has been terminated; in such a situation, only settlement and refund of funds are possible.

6.7. Liability under the warranty covers only defects arising from causes inherent in the sold Goods. In particular, the warranty does not cover damage resulting from the use of the Goods or other consequential causes, such as:

- 1) mechanical damage of any kind, including damage caused by overload or overheating
- 2) resulting from the assembly or use of the Goods contrary to the operating instructions
- 3) resulting from the transport or use of the Goods in conditions that do not comply with the specifications
- 4) resulting from improper storage or inadequate maintenance of the Goods
- 5) resulting from the complete depletion of grease or oil in the Goods
- 6) resulting from heavy contamination inside or outside the Goods

- 7) caused by the use of accessories that are not in accordance with the recommendations of the manufacturer or distributor of the Goods
- 8) resulting from random events such as fire, flooding, electrical surges, electrical discharges, etc.
- 9) resulting from acts of war, riots, acts of terrorism, or vandalism
- 10) damage caused by unauthorized modifications to circuits and mismatching or improper use of the battery and charger
- 11) damage caused by reliability or compatibility issues when using unauthorized parts
- 12) damage caused by operating the device with a low or damaged battery
- 13) loss or damage to data by the Goods
- 14) all programs delivered with the Goods or installed later
- 15) failure or damage caused by third-party goods, including those that the manufacturer of the Goods may supply or integrate with the Goods at the user's request
- 16) damage resulting from technical assistance other than that authorized by the manufacturer of the Goods
- 17) Goods or parts with altered identification labels, or from which the identification label has been removed
- 18) failure to perform the actions specified in the user manual, intended to be performed by the user
- 19) in the event of any repairs, alterations, modifications, dismantling in whole or in part, or structural changes to the Goods by an entity other than the Guarantor or approved by the Guarantor. The discovery of creases on the multi-splines of fastening elements of parts of the item or damage to seals, labels, or other security features, making it impossible to read the information contained therein, may be treated as interference by an unauthorized entity.
- 20) damage caused by improper installation, improper use, or operation not in accordance with the official instructions for use

**IN THE CASE OF DJI DRONES, ADDITIONALLY:**

- 21) damage caused by flights in which the recommendations in the instructions for use of the Goods were not followed
- 22) damage caused by using the Goods in bad weather (e.g., strong winds, rain, or sandstorms, etc.)
- 23) damage caused by using the Goods in an environment where electromagnetic interference occurs (i.e., in mining areas or near radio transmission towers, high-voltage power lines, power stations, etc.)
- 24) damage caused by using the Goods in an environment where interference from other wireless devices (i.e., equipment, wireless video signals, Wi-Fi signals, etc.) occurs
- 25) damage caused by using the Goods at a weight greater than the safe starting weight specified in the instructions for use
- 26) damage caused by forced flight when components are worn or damaged.

**ADDITIONALLY FOR DJI DOCK:**

- 27) damage resulting from neglecting periodic technical inspections of the device.

6.8. The beneficiary of the warranty is obliged to report the discovery of a defect in the Product to the Guarantor immediately after its detection and to deliver it at their own expense, after first submitting a claim via the service panel at [service.innpro.eu](http://service.innpro.eu), to the following address:

SERWIS INNPRO Robert Błędowski sp. z o.o.  
Rudzka 65c  
44-200 Rybnik, Poland

NIP: 6423234719  
EU NIP: PL6423234719

KRS: 0000944160

The Guarantor shall not be liable for damage caused by the deliberate use of a defective item.

The Guarantor does not collect Goods from Customers.

The Guarantor shall not be liable for damage caused during the transport of the Goods to the service center, in particular, but not exclusively, if the Customer has not taken appropriate precautions and secured the Goods being shipped. This provision applies both to damage caused to the Goods being shipped and to damage caused by the Goods.

6.9. The defect report must include:

- the buyer's name and address, tax identification number, e-mail address, and telephone number;
- a description of the defect in the Goods in relation to the characteristics of the Goods;
- an indication of when, by whom, and under what circumstances the defect in the Goods was discovered;
- a precise list of the items being returned, together with a description of the Goods (e.g., "box, drill, 2 drill bits, battery"; do not use general terms such as "set," "complete set," "propellers," "cables," "covers," "instructions," "safety devices," etc.);
- specify the type of repair expected: warranty or post-warranty (paid).

6.10. The Guarantor reserves the right to request additional information if deemed necessary for the proper consideration of the claim.

6.11. The Product submitted for service should be delivered clean and protected against damage during transport (preferably in its original packaging). In the case of aggregates, all fluids (oils and fuel) must be removed from the Product by an authorized person. The Guarantor reserves the right to refuse to accept the claim if fluids are detected.

6.12. The Guarantor shall inform the entitled party within 14 days of receiving the notification about the outcome of the examination and the validity of the notification. If the defect is confirmed, the Guarantor shall ensure that the defect covered by the warranty is repaired free of charge within 60 days of the date of receipt of the defective Goods by the Guarantor at the Guarantor's service center. If repair is not possible or uneconomical, the Guarantor shall refund the amount paid as stated on the sales document or replace the Goods with Goods free from defects, at the Guarantor's discretion. The method of repairing defects covered by the warranty shall be determined solely by the Guarantor.

6.13. The Guarantor reserves the right to reduce the value of the refund for the Goods if the entitled person has delivered incomplete Goods. The value of the refund may be reduced in proportion to the value of the missing items according to the purchase price of those items. In the event of replacement of the Goods or damaged parts of the Goods with new ones, they become the property of the person entitled under the warranty, in exchange for the defective items, which become the property of the Guarantor. The Guarantor shall not return damaged parts of the Goods in the event of their replacement.

6.14. In the event of replacement of the Goods or damaged parts of the Goods with new ones, they become the property of the warranty beneficiary in exchange for the defective parts, which become the property of the Guarantor. The Guarantor shall not return damaged parts of the Goods in the event of their replacement.

6.15. The beneficiary of the warranty shall not be entitled to any rights under the warranty other than those listed above, subject to the rights arising from mandatory statutory provisions.

6.16. The beneficiary is obliged to collect the repaired Goods issued to them by the Guarantor within 20 days of being informed that the Goods are ready for collection. After this period, the Guarantor, regardless of any further compensation rights to which it is entitled by law, shall be entitled to:

- a. charge the Customer with storage costs (at a rate of PLN 9 per day)
- b. place the Goods in court deposit (after informing the Customer)
- c. ask the Customer to sign a declaration of intent to abandon the Goods.

#### **DJI DOA ALTERNATIVE WARRANTY ON DJI BRAND GOODS**

6.17. With regard to DJI brand Goods, regardless of the rights and obligations specified in the preceding paragraphs and subject to section 6.16 below, the Customer may be able to take advantage of the following warranty terms:

If DJI Goods reveal defects immediately after purchase and these are reported to INNPRO Robert Błędowski Sp. z o.o. as the guarantor's agent within seven days of the date of purchase and are confirmed by the guarantor's agent, the guarantor (indicated in section 6.1. A. above) will make every effort to replace the Goods with new, defect-free Goods within 14 business days under the DJI DOA warranty (dead on arrival, i.e., the goods do not work from the date of purchase).

6.18. The guarantor reserves the right to refuse DOA replacement in the event of stock shortages or logistical problems, in which case the provisions of sections 6.1-6.15 above shall apply.

6.19. The DJI DOA warranty service will not be provided if:

- 1) the goods were delivered to the Guarantor's intermediary (SERWIS INNPRO Robert Błędowski Sp. z o.o.) more than seven calendar days after their purchase, or
- 2) the person entitled under the Warranty did not provide proof of purchase from the Guarantor together with the goods, or
- 3) the goods delivered by the Customer for replacement do not include all original parts or contain parts damaged by the user, or
- 4) after examination of the goods and performance of appropriate checks by the Guarantor, the reported defect is not confirmed.
- 5) errors or damage to the goods caused by unauthorized use or modification of the goods, such as exposure to moisture, introduction of foreign bodies (water, oil, sand, etc.) or improper installation or operation, are revealed, or
- 6) it is determined that the product labels, serial numbers, watermarks, etc. have been forged, altered, etc., or
- 7) the defect is caused by uncontrollable external factors, including fire, flood, strong winds, or lightning strikes.

6.20. INNPRO Robert Błędowski Sp. z o.o., as an intermediary of the guarantor, and the guarantor (indicated in section 6.1.A. above) shall not be liable for:

- 1) Bodily injury (including death), property damage, personal injury, or material damage caused by the use of the goods contrary to the operating instructions.
- 2) Legal consequences and other consequences caused by the user's failure to comply with applicable laws.

6.21. Subject to section 5.2. above, in accordance with the requirements of Article 577(1) § 2(1) of the Civil Code, the Guarantor informs that in the event of non-compliance of the item sold with the contract, the buyer is entitled by law to legal protection at the expense of the seller; the warranty does not affect these legal remedies.