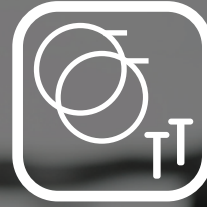




**UNLIMITED
Repairs**



**UNLIMITED
Spare Propellers**



**UNLIMITED
Spare Parts**



**UNLIMITED
Battery
Replacements**



**Two Way
Communication
Data Plan**



**FREE Sustainment
Training
1 Day/1Year**



**FREE Loaner
Program**



**FREE Accessory Kit
Repeater Receiver
Replacement Repair**

BRINC PROTECTION & DATA PLAN

F A Q

What is the BRINC Protection and Data Plan?

The BRINC Protection and Data Plan is an after-sales service and data plan designed for BRINC products and services. The plan allows end users to operate with peace of mind that their products are covered no matter how damaged the system may be. The plan costs \$1,999 annually per system.

What is the coverage period for the BRINC Protection and Data Plan?

The 12-month period starts from the date of purchase and ends at 24:00 on day 365.

In what countries and regions is the BRINC Protection and Data Plan available?

The plan is available in North America, EMEA, Japan, Indonesia, S. Korea, Thailand, New Zealand and Australia.

Can I buy one BRINC Protection and Data Plan that covers two systems?

No. The plan covers one system and a system consists of a LEMUR S kit, accessory kit, and repeater/receiver box. The plan is linked directly to the serial number of your system.

Is there a deductible for the BRINC Protection and Data Plan?

No.

If I don't buy the BRINC Protection and Data Plan, what is the typical cost for an aircraft repair?

Our RMA team will send you a quote for repairs based on the damage, but a full aircraft replacement is \$6,000.

If we don't buy the BRINC Protection and Data Plan, how do we use the two-way communication feature?

You will be able to use your agency's SIM cards and data plan. There is a SIM card slot on the side of the fuselage where you can install your own card.

Who pays for shipping?

If your agency purchases the plan, BRINC pays for the inbound and outbound shipping.

Terms of Service

1. You have been informed about and agreed to these terms before you purchase this service. 2. This service can only be bound to devices purchased from BRINC directly or authorized channels and used in the country or region selected during your purchase of this service. 3. The service coverage period for the BRINC Protection and Data Plan is 12 months. 4. The replacement device provided has the same performance and reliability as those of a brand-new product (replacement devices may have minor cosmetic defects). 5. Covered components include: Airframe components, Propellers, Spare parts, Spare tools, LTE module, Batteries, Controller components, Charging accessories, Accessory Kit, Repeater/Receiver 6. Exclusions to the plan include: (a) Components that have been stolen, robbed, or discarded, (b) Damage caused deliberately by operator, (c) Abrasions and airframe damage that do not affect the performance of the product, (d) Damage caused by use of the product for activities that are illegal or in violation of usage rules, (e) Indirect loss or anticipated profit in any form, (f) Repair or replacement requests that occur after the expiration date, (g) Extra fees resulting from technical enhancements or performance improvements, (h) Damage resulting from modifications that are not in accordance with manual recommendations, or the use of incompatible batteries, chargers, or other supporting devices not covered during BRINC training., (i) Damage resulting from the use of third-party accessories, batteries, or software, (j) Damage to unauthorized repair or replacement of parts, (k) Damage due to modification or disassembly of the product that is non-compliant with official documentation or unauthorized by BRINC, (l) Damage due to incorrect installation, or from use and operation not in accordance with the requirements in the user manual or reviewed during BRINC training, (m) Personal injury or property damage to the customer or other personnel caused by the product 7. Termination of service: (a) The coverage period of the plan expires, (b) You have applied your own initiative to cancel the plan from BRINC, (c) The plan was not purchased from BRINC directly or authorized channels 8. Repair Process: (a) Email support@brincdrones.com and explain the damage or problems with the product. (b) You will receive notifications about the status of the repair from the BRINC Customer Success team