

Refund Policy

By purchasing products or services provided by White Cloud Drones, LLC, You, the Customer, agree to the following policies:

Return and Refund Policy; No Warranty

1. White Cloud Drones strives to provide an excellence 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 15 days of purchase with an accompanying receipt.
2. 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 will not be accepted.** Items received that do not meet these requirements will not be accepted. At the sole discretion of White Cloud Drones, exceptions may be made to this policy with a minimum 15% re-stocking fee.
3. Items deemed DOA may be exchanged within 14 days of the purchase receipt date at the discretion of White Cloud Drones for the same model or manufacturer's equivalent model. **AFTER THIS PERIOD ALL WARRANTY REQUESTS MUST BE DIRECTED TO THE MANUFACTURER.**
4. **Refunds**
Upon receipt and inspection of the item(s), A refund will be provided; Cash purchase refunds will be issued in the form of a check and Credit Card refunds will be issued to the original card utilized at the initial time of purchase which must be present. Credit Card refund timeframes are subject to your card issuing bank and may take up to 2-5 business days to post.
5. **THE WARRANTY ON PRODUCTS DOES NOT COVER, AND WHITE CLOUD DRONES IS NOT RESPONSIBLE IN ANY WAY, FOR DAMAGE TO OTHER EQUIPMENT DUE TO A FAILURE OF A COMPONENT. WHITE CLOUD DRONES IS NOT RESPONSIBLE IN ANY WAY FOR THE USE, MISUSE, OR ANY INJURY OR DAMAGE TO PERSONS OR PROPERTY FROM USE OF ANY EQUIPMENT PURCHASED ON OUR SITE OR IN STORE. WHITE CLOUD DRONES DOES NOT PROVIDE ANY WARRANTIES WHATSOEVER AND DEFERS TO THE MANUFACTURER FOR ANY COMPLAINTS/WARRANTIES/GUARANTEES AS WHITE CLOUD DRONES DOES NOT MAKE, MANUFACTURE, OR FABRICATE ANY OF THE PRODUCTS FOUND HEREIN UNLESS SPECIFIED.**