

SiFly eFoils Warranty Conditions

SiFly AI Ltd. (SiFly), or any authorized reseller warrants that the products sold are free from manufacturing defects and damages for the coverage period stated below.

To file a claim, customers should contact our support team at support@sifly.global.

We might request pictures, videos or any other files that would help us process the warranty claim. The customer will have to present the original invoice for the purchase of the product.

SiFly will cover the reasonable costs for shipping a defect product to and from the nearest service center. If after evaluation of the claim we find fault due to misuse, we will ask the customer to pay the shipping cost towards the service center and back to you as well as the repair costs, if they are accepted.

A customer can make a Warranty claim if you he is the original or secondary owner of the product. The warranty is transferable. Even if you are not the original owner and have not purchased directly from us or from an authorized SiFly reseller you are entitled to make use of the SiFly Warranty, if you are in possession of the original invoice for the purchase.

Warranty coverage period

Within EU

The warranty of the SiFly board is valid for 2 years in case of a manufacturing defect.

The warranty of the battery is valid for 2 years or 300 battery cycles* – whichever event occurs first.

The warranty of the SiFly eFoil is valid for 2 years or 300 hours of motor function – whichever event occurs first.

The wings, remote controller and charger are warranted for the period of 2 years.

Outside of EU

The warranty of the SiFly board is valid for 1 year in case of a manufacturing defect.

The warranty of the battery is valid for 1 year or 300 battery cycles* – whichever event occurs first.

The warranty service of the SiFly eFoil is valid for 1 year or 300 hours of motor function – whichever event occurs first.

The wings, remote controller and charger are warranted for the period of 1 year.

*A battery cycle involves a consecutive or multiple partial discharges of a total of 100% capacity.

14-day Free Return policy

If a private individual has purchased a product from Sifly in the EU for personal use, he has the right to return the product within 14 days of delivery, provided that the product is in the original package and is in new-like condition as expected. The shipping cost are covered by the customer. Sifly will reimburse the purchase within 30 days.

NOT covered by the SiFly warranty policy

The following events are not covered by the warranty:

- Damage caused by normal wear and tear
- Punctures and/or previously repaired damage to the board
- Damage due to excessive heat exposure including direct sunlight or extended amount of time left in a car on a hot day
- Damage due to improper care, usage, storage, or operation in unsafe locations, and/or use in any other unsafe conditions not in accordance with the user manual
- Damage due to abuse, misuse, accidents, or collisions of the eFoil against hard objects or in shallow waters
- Damages due to climbing on and off the eFoil while it is not floating and is sitting on the bottom in shallow waters or on solid ground
- Damage due to failure to properly maintain the SiFly eFoil and its components in accordance with the instructions found within the User manual
- Damages due to disassembling the motor, ESC, Board controller units, the remote controller or battery
- Damages due to unauthorized modifications in the eFoil or use of 3rd party components, including, but not limited to, modification of its internal circuitry, components, battery, battery cells, connectors, connector cables, etc.
- Damages due to unauthorized repairs and maintenance
- Damage or defects caused by usage of the SiFly eFoil after a warranty issue is reported, or when a customer should have reasonably made a warranty claim
- Personal injury, property damage or financial loss, however caused

- Damage caused by anything other than manufacturing defects
- Damage caused by failure to install a critical firmware update**, when prompted to do so by the mobile app, and using the product
- Damage in the battery casing or internal components due to sustained physical impact, drop or puncture
- Exposure to abnormal conditions, including prolonged storage at temperatures beyond the recommended range. For additional information see the User Manual.
- Usage of unauthorized 3rd party parts and modifications, including 3rd party chargers, connectors, and connector cables.
- Usage of the battery for unauthorized purposes and with unauthorized devices
- Unauthorized disassembly of the battery

**Firmware updates can be critical or recommended. Critical updates must be installed when pushed to the eFoil for the warranty to be valid.

How will SiFly honor your warranty?

When a Warranty claim for a defect part is accepted, SiFly will take one of the following actions within 60 days:

1. Send you a replacement part;
2. Repair the defective part; or
3. Pay for the cost of repairing the part or supplying the replacement part by the customer.

Sifly reserves the right to update the User Manual, Product Specifications, Short Guide, FAQs, and Warranty conditions at any given time. Please check our website www.sifly.global for the latest version.