

RETURN & REFUND POLICY

Effective Date: 01JUNE2026

Thank you for purchasing our products. We stand behind the quality of our devices and want you to be satisfied with your purchase. Please review the following Return & Refund Policy carefully before placing an order.

RETURNS

Returns are accepted within fourteen (14) days of the confirmed delivery date. To qualify for a return, the product must:

- Be in original condition
- Include all original accessories, packaging, manuals, and components
- Show no signs of misuse, modification, physical damage, water damage, or excessive wear
- Not have been disassembled, altered, or repaired by the customer or a third party

Products returned incomplete or damaged may be subject to partial refunds or denial of the return request.

NON-RETURNABLE ITEMS

The following items are not eligible for return or refund:

- Custom, modified, or personalized products
- Products damaged through misuse, crashes, improper installation, or operation
- Products with altered firmware or unauthorized software modifications
- Consumable or expendable items
- Clearance or final-sale items

REFUNDS

Once the returned product is received and inspected, we will notify you regarding approval or denial of the refund.

Approved refunds will be issued to the original payment method within 5–10 business days, depending on your payment provider.

Original shipping charges are non-refundable unless the return is due to our error or a verified product defect.

DEFECTIVE OR DAMAGED PRODUCTS

If your product arrives defective or damaged, you must contact us within seven (7) days of delivery with:

- Your order number
- A description of the issue
- Clear photos or videos showing the defect or damage

We reserve the right to troubleshoot, repair, replace, or refund defective products at our discretion.

RETURN SHIPPING

Customers are responsible for return shipping costs unless the return is due to a verified manufacturing defect or shipping error.

We recommend using a trackable shipping service. We are not responsible for lost or damaged return shipments.

ORDER CANCELLATIONS

Orders may be canceled prior to shipment. Once an order has shipped, it is subject to this Return & Refund Policy.

LIMITATION OF LIABILITY

Use of remote-controlled vehicles involves inherent risks. We are not responsible for damages, injuries, crashes, property loss, or other consequences resulting from the use or misuse of our products.

CONTACT

Kyo Customer Support:

kyocustomersupport@blacklotusdevelopment.io

DISCLAIMER AND LIABILITY WAIVER

This device is intended for use only as described in the accompanying documentation and is designed for experienced users operating remote-controlled vehicles in a safe and controlled environment. Remote-controlled vehicles are capable of sudden acceleration, loss of control, collision, mechanical failure, or unintended operation, which may result in property damage, serious injury, or death.

By purchasing, installing, or operating this device, the user acknowledges and accepts all risks associated with the use of remote-controlled vehicles and related equipment. The user is solely responsible for ensuring safe operation at all times, including maintaining visual awareness of the vehicle, operating in appropriate environments away from people, animals, traffic, and hazards, and complying with all local laws, regulations, and venue rules.

The manufacturer, distributor, and affiliates shall not be held liable for any direct, indirect, incidental, consequential, or special damages arising from or related to the use, misuse, malfunction, modification, improper installation, signal interruption, wireless interference, loss of connection, software error, mechanical failure, or inability to control the vehicle while using this device.

This product is provided "as is" without warranties of any kind, express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose. Use of this product constitutes acceptance of these terms.