



Refund Policy

Last Updated: 20th October 2025

1. Refund Terms

All sales are considered final and not eligible for refund unless your request is covered by one of the exceptions listed below.

Services (Digital Goods)

In line with EU regulation 2011/83/EU refunds of digital goods are accepted under specific circumstances, these are as follows:

- Within 14 days & not bound to hardware
 - You may request a refund if the license has not been bound to any hardware. Requests must be made within the first 14 days post purchase and via our support ticketing system at <https://support.drone-hacks.com>
- After 14 days or if bound to hardware
 - If your request is logged greater than 14 days post-purchase your 14-day cooling off period has expired and as such your purchase is not eligible for refund.
 - Additionally, If the license is bound to hardware, you waive your right to the 14-day cooling off period. We will instead provide technical support and assistance to get the software and license working. Refunds are possible at our discretion if a technical issue prevents you from using our software and only in such cases where this issue not related to 'Unsupported Hardware' or 'False Compatibility Information' as detailed below.
- Unsupported hardware Drone-Hacks v1
 - If you activate your license on unsupported hardware, we may at our sole discretion offer you a full refund on the first occasion this happens. Future purchases of licenses that are bound to unsupported hardware will not be refunded and we can only offer a license reset, allowing you to activate the license on another piece of hardware. This reset is discretionary and subject to verification that the license hasn't been used for any licensed tasks. We reserve the right to refuse this reset for any reason.
- Unsupported hardware Drone-Hacks v2
 - During the checkout process for all hardware supported in Drone-Hacks v2 you are asked to enter your firmware information to verify compatibility with our software. If this check is bypassed or the system informs you that firmware is unsupported

SkyMod Technologies LTD is a company registered in England and Wales.

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ICO Registration: ZC012998

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and you continue regardless the license is not eligible for refund as is conveyed on the webpage. The license may, at our sole discretion be reset for use on other supported hardware but under no circumstances can a refund be provided.

3. False Compatibility Information

To ensure compatibility, users must provide accurate information about their drone model and firmware version during the purchase process. If a user knowingly or negligently provides false information, activates the license, and later claims that their firmware is unsupported, we reserve the right to deny a refund. By providing false compatibility data, the user waives their right to a refund as the activation was based on misleading information. You must ensure that you select the correct drone and firmware combination to receive accurate information with regards to our software's compatibility with your devices.

4. Sanctioned Countries & Persons

Drone-Hacks (Skymod Technologies LTD) does not supply services to sanctioned countries or individuals and as such we reserve the right to refuse refunds and delete any licenses associated with customers located in countries or regions subject to international sanctions or trade restrictions. For our information, we use the "Prohibited or Restricted Parties" list made available on the UK Government website (<https://search-uk-sanctions-list.service.gov.uk/>).

If it is determined that your location or activities violate such sanctions, your license will be terminated immediately without eligibility for a refund. By purchasing our products or services, you confirm compliance with all applicable laws and regulations, including those governing sanctioned territories.

5. Refund Exclusions & Limitations

If you purchase the a license to our services and expect our software/system to perform something that is not listed or offered in the available hacks for each drone or firmware version then a refund will also be denied, this is including, but not limited to;

- Unlocking drones that have been locked by DJI for being reported as lost/stolen/flyaway/warranty replacements.
- Unlocking drones that have someone else's DJI account bound to the drone, drone controller or any other associated hardware.
- Drones that are regionally locked to one country and attempting to use in an alternative country.



6. Requesting A Refund

Refund requests are only accepted via a support ticket, to request a refund you must do the following;

- Log a support ticket via our ticketing system at <https://support.drone-hacks.com>.
- Select the Help Topic as "General Support Request" and fill out the necessary details.

Our support staff will assess your case and make a decision. This decision will be communicated to you via a reply to your support ticket.

Note: Raising payment disputes/chargeback via Stripe or your bank is not the correct way to request refunds and may result in your license being revoked and your account blocked from using our systems permanently.

7. Physical Goods

Refunds on physical goods differ depending on where the consumer making the purchase is located, however Drone-Hacks does not offer physical goods for sale and only sells Digital Goods, as such no Physical Goods refund rights are applicable.

8. Contact Us

If you have any questions concerning our return policy, please contact us at:

- **Email:** support@drone-hacks.com
- **Ticketing System:** <https://support.drone-hacks.com>
- **Post:** Skymod Technologies LTD, 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ