

SUPERVOLANT

Terms and Conditions

1. Introduction:

Welcome to Supervolant. These Terms and Conditions govern your use of our website and the purchase of any products or services offered. By accessing or using this website, you agree to be bound by these Terms. If you do not agree, please refrain from using our website.

2. Definitions

"Company," "we," "our," or "us" refers to Supervolant.

"User," "customer," or "you" refers to any person accessing or using our website.

"Products" refer to the Nova X5 drone, FPV equipment, merchandise, and any other items sold on our website.

3. Use of Website

You must be at least 18 years old or have parental consent to use this website.

You agree not to use the website for any unlawful or unauthorized purpose.

We reserve the right to modify, suspend, or discontinue any part of the website at any time.

Return shipping costs are the responsibility of the customer. We reserve the right to charge a restocking fee for returned items

4. Orders and Payments

All purchases made through our website are subject to product availability.

Prices are subject to change without prior notice.

We reserve the right to refuse or cancel any order at our discretion.

Payments must be made in full before an order is processed and shipped.

Please note that some items may be built to order, which may affect processing and shipping times. Estimated delivery dates are provided as guidance and are not binding.

5. Shipping and Delivery

Shipping times may vary depending on location and product availability.

We are not responsible for delays caused by shipping carriers or customs processing.

Any applicable import duties and taxes are the responsibility of the customer.

6. Returns and Refunds

Returns are accepted within 14 days of delivery, provided the product is unused and in its original packaging.

Refunds will be issued only after the returned product is inspected and approved.

Custom or special-order items are non-refundable.

7. Product Warranty and Liability

We warrant that our products are free from manufacturing defects for a specified period, as stated on the product page.

The warranty does not cover damages caused by misuse, modifications, or improper handling.

FPV drones are high-performance products and require proper knowledge to operate safely. We are not responsible for any damages, injuries, or legal consequences resulting from misuse.

8. Intellectual Property

All content on this website: Including but not limited to product designs, renders, 3D models, logos, text, videos, and marketing materials, is the exclusive intellectual property of Supervolant.

Unauthorized use, reproduction, or distribution of any content is strictly prohibited.

9. Limitation of Liability

Supervolant is not liable for any indirect, incidental, or consequential damages resulting from the use or inability to use our products or website.

Our total liability shall not exceed the amount paid for the product in question.

You are responsible for ensuring that your use of our products complies with local laws and regulations in your country.

10. Privacy Policy

We collect and process user data in accordance with our Privacy Policy.

We may collect the following types of personal data:

- Identity & Contact Data: Name, email address, phone number, shipping/billing address
- Payment Information: Processed securely via our payment providers; we do not store full credit card details
- Order History & Preferences: Products purchased, configurations selected
- Usage Data: IP address, browser type, device information, referring/exit pages
- Cookies & Tracking Technologies (see section 6)

We use your data to:

- Process and deliver your orders
- Communicate order confirmations, updates, and support
- Improve and personalize our website experience
- Analyze traffic and website performance
- Send marketing communications (only with your consent)

Under the GDPR, we process your data based on the following legal grounds:

- Performance of a Contract: To fulfill your purchase
- Consent: For optional cookies and marketing
- Legal Obligation: Where required for tax or legal purposes
- Legitimate Interest: To improve services and prevent fraud

We may share your information with:

- Wix.com Ltd. – Our website hosting and e-commerce platform
- Payment Processors – For secure payment processing (e.g., Stripe, PayPal)
- Shipping Providers – To deliver your order
- Legal Authorities – If required by law

We will never sell or rent your personal information.

Our website uses cookies to improve your browsing experience.

What are cookies?

Cookies are small text files stored on your device to help the site recognize your browser and remember your preferences.

Types of cookies we use:

- Essential Cookies: Required for site functionality
- Performance Cookies: For analytics and website performance
- Functional Cookies: To remember choices and preferences
- Marketing Cookies: To deliver personalized ads (only with your consent)

You can manage your cookie preferences via your browser settings.

We retain your data only as long as necessary to fulfill the purposes outlined in this policy, including legal or tax obligations.

Under GDPR, you have the right to:

- Access your personal data
- Correct inaccurate or incomplete data
- Request deletion of your data (“right to be forgotten”)
- Object to or restrict certain types of data processing
- Withdraw consent at any time

To exercise any of these rights, please contact us at info@supervolant.com.

We take appropriate technical and organizational measures to protect your data against unauthorized access, loss, or misuse.

All payment transactions are encrypted and processed via secure platforms.

Our website is not intended for children under 18 years old. We do not knowingly collect personal data from minors.

We may update this Privacy Policy occasionally. Any changes will be posted on this page with the updated date. Continued use of our site indicates acceptance of the revised policy.

By using our website, you consent to the collection and use of your information as outlined in our Privacy Policy.

11. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of Germany.

Any disputes arising out of or related to these Terms shall be subject to the exclusive jurisdiction of the courts in Germany.

12. Changes to Terms and Conditions

We reserve the right to update these Terms and Conditions at any time. Changes will take effect immediately upon posting on the website.

Continued use of the website after any modifications indicates your acceptance of the new Terms.

13. Contact Information

For any questions or concerns regarding these Terms and Conditions, please contact us at:

Email: info@supervolant.com

Address: Robert Gardemin, Supervolant, Pollingerstr. 21, 82205 Gilching, Bavaria, Germany

By using our website and purchasing our products, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.