CANCELLATION, RESCHEDULING AND REFUND POLICY

1 CANCELLATION BY RAVEN DRONE SOLUTIONS

1.1 If Raven Drone Solutions cannot fly due to adverse weather conditions or technical failure, and the mission cannot be rescheduled, Raven Drone Solutions will refund all advance monies paid for from the time the cancellation occurs. Costs incurred prior to the affected day such as paid-for site surveys and meetings/ consultations are excluded and remain due for payment.

1.2 If Raven Drone Solutions cannot fly due to reasons that only become evident once on site or for reasons that Raven Drone Solutions was not advised of beforehand:

> **1.2.1** And the mission cannot be rescheduled, then 25% of the quoted price + a $50 fee (for the pilot's time and travel) will remain due for payment.
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> **1.2.2** And the mission can be rescheduled for a later date, then a $50 fee (for the pilot's time and travel) will be added to the final payment.

1.3 For the Client that orders both on-ground and aerial photo and/or video services - if Raven Drone Solutions cannot fly due to reasons that only become evident once on site or for reasons that Raven Drone Solutions was not advised of beforehand and regardless whether the mission can be rescheduled, then a $50 fee (for the pilot's time and travel) will be added to the final payment. The final price then will be adjusted according to the services provided:

> **1.3.1** If Raven Drone Solutions can fly on a later date, the Client will be charged the full amount + the $50 fee discussed above.
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> **1.3.2** If Raven Drone Solutions cannot fly on a later date, the Client will only be charged for the on-ground photo and/or video services + the $50 fee discussed above.

2 CANCELLATION BY THE CLIENT

2.1 Notice of cancellation by the Client must be received in writing by Raven Drone Solutions and the Notice is not valid until confirmed in writing by Raven Drone Solutions. Cancellation fees are payable according to the following schedule, unless there is a compelling circumstance:

2.1.1 More than 48 hours prior to the scheduled flight date – None.

2.1.2 Between 24 to 48 hours prior to the scheduled flight date – 25% of the quoted price less any payment already made.

2.1.3 Within 24 hours of the scheduled flight date – 50% of the quoted price less any payment already made.

2.2 Notwithstanding the above schedule, if any costs have been incurred by Raven Drone Solutions following written instruction from the Client (e.g. site surveys, consultations) these costs will remain due for payment in full.

3 RESCHEDULING

3.1 The Client is able to reschedule up to 6 hours prior to the scheduled flight time without being charged any fees. If you choose to reschedule for a different date and then end up canceling the later date, a 25% of the quoted price will be retained to compensate for missed work, even if you do so more than 48 hours prior to the rescheduled flight time. If any costs have been incurred by Raven Drone Solutions following written instruction from the Client (e.g. site Surveys, consultations) these costs will remain due for payment in full.

3.2 The Client is advised to submit any mission update requests 48 hours prior to the scheduled flight date so Raven Drone Solutions can facilitate such requests. If the pilot is already on the way to or on-site, and the Client chooses to reschedule the mission for whatever reason, a $50 fee will be added to the quoted price to compensate for the pilot’s time and travel expenses.

3.3 In the event where the mission has been commenced and weather conditions become unfavorable to continue the mission, the UAV operator will wait for up to 30 minutes for a weather change. If such change does not occur and the mission cannot be completed, Raven Drone Solutions will reschedule for another date at no

additional cost to the Client. If the mission cannot be rescheduled due to the time sensitivity of the project, the final price will be adjusted and the Client will be charged for the part of the Service already completed.

3.4 In the case of unforeseen circumstances/events, Raven Drone Solutions offers to reschedule the mission at no cost to the Client.

3.5 If the work could not be completed due to the Client reasons (e.g. a lack of access or unscheduled site activity, etc.), the Client will be charged a $50 fee to recover the pilot's travel expenses and time. It is the Client's sole responsibility to notify any governing authority over any property (i.e. homeowners, building management, project managers, security personnel, etc.) of the mission taking place in the vicinity with enough anticipation to ensure all parties are aware of the date/ time and place of the operation.

3.6 In case the Client is not satisfied with the result, the Client must notify Raven Drone Solutions in writing within 5 business days following the delivery of the files (imagery, videos, maps, data, and reports). Raven Drone Solutions agrees to review the files to determine whether they pass the business' quality standards. If Raven Drone Solutions determines that the files do not pass the quality standards, the mission will be rescheduled at the earliest availability at no cost to the Client. However, there are a number of conditions that are out of the Raven Drone Solutions' control and therefore do not qualify for rescheduling, such as, but not limited to, cloud coverage, shadows, sun glare, haze, location activity, and the FAA imposed restrictions (i.e. altitude, time of the day when a mission can be done, flight time duration). If Raven Drone Solutions determines one of these conditions being the factor affecting the files' quality, Raven Drone Solutions bares no responsibility, and if the Client wishes for the mission to be re-done, it will be deemed as a new mission and the Client will be charged the full amount.

4 REFUNDS

4.1 A decision to proceed with the Service on a particular day will depend on a variety of factors, including, but not limited to, the Client's weather preference, time constraints, and the type of project. If the weather conditions on the day are not as forecast and the mission needs to be postponed, or there is some other unforeseen

event why the mission could not be completed, then either there will be no additional charge to the Client for a return visit to complete the work or the Client can request a full refund of monies paid to Raven Drone Solutions in respect of the canceled time. No refund will be made for any chargeable preparation work already carried out.

4.2 In exceptional circumstances, Raven Drone Solutions may not be able to completely fulfill or complete a contract at all. In these cases, it will refund part or all of any deposit received and not accept any other liability. In any event, the liability of Raven Drone Solutions will be limited to the total value of the contract with no liability accepted for indirect and/or consequential loss.