

Part I – Limited Warranty

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Part II – GENERAL TERMS

Part III – Country/Region Specific Terms

These DJI After-Sales Policies (these “Policies”) only apply to DJI products you purchased from DJI authorized retailers for your own use and not for resale.

These Policies are available in other languages at <http://www.dji.com/service>. In the event of a conflict between different translations of these terms, the English version shall prevail.

By using your DJI product, you agree to be bound by these Policies. If you are not eligible or do not agree to any of the Terms, do not use your DJI product. You may be entitled to a full refund of your purchase of the Product if you return the inactivated Product within seven (7) days in accordance with the Part III of these Policies.

What is Covered

Under this Limited Warranty, DJI warrants that each DJI product that you purchase will be free from material and workmanship defects under normal use in accordance with DJI’s published product materials during the warranty period. DJI’s published product materials include, but not limited to, user manuals, safety guidelines, specifications, in-app notifications, and service communications.

The warranty period for different products and parts vary, please check <http://www.dji.com/service> to verify the duration of the warranty for your particular product or parts. The warranty period for a product starts on the day such product is delivered, unless otherwise agreed upon between you and DJI.

How to Obtain Warranty Service

If a product does not function as warranted during the warranty period, you may obtain after-sales service by contacting DJI’s local service center as provided in Part III of these Policies or through <http://www.dji.com/support>. You will need to provide a valid proof-of-purchase, receipt or order number (for DJI Direct Sales) for the warranty service.

Charges may apply for services not covered by this Limited Warranty. Please contact DJI for information specific to your location.

Please note that the warranty service is only available in the respective DJI service regions where you purchased your DJI product.

What Will DJI Do

DJI will attempt to diagnose and resolve your problem by telephone, e-mail or online chat. DJI may direct you to download and install particular software updates.

If your problem cannot be resolved over the telephone or through the application of software updates, you may be required to deliver the product to DJI for further examination. DJI will arrange for repair or replacement service at no cost if the problem falls under this Limited Warranty.

What This After-Sales Policy Does NOT Cover

This policy does not cover the following:

- × Crashes or fire damage caused by non-manufacturing factors, including but not limited to, pilot errors.
- × Damage caused by unauthorized modification, disassembly, or shell opening not in accordance with official instructions or manuals.
- × Damage caused by improper installation, incorrect use, or operation not in accordance with official instructions or manuals.
- × Damage caused by a non-authorized service provider.
- × Damage caused by unauthorized modification of circuits and mismatch or misuse of the battery and charger.
- × Damage caused by flights which did not follow instruction manual recommendations.
- × Damage caused by operation in bad weather (i.e. strong winds, rain, sand/dust storms, etc.)
- × Damage caused by operating the product in an environment with electromagnetic interference (i.e. in mining areas or close to radio transmission towers, high-voltage wires, substations, etc.).
- × Damage caused by operating the product in an environment suffering from interference from other wireless devices (i.e. transmitter, video-downlink, Wi-Fi signals, etc.).
- × Damage caused by operating the product at a weight greater than the safe takeoff weight, as specified by instruction manuals.
- × Damage caused by a forced flight when components have aged or been damaged.
- × Damage caused by reliability or compatibility issues when using unauthorized third-party parts.
- × Damage caused by operating the unit with a low-charged or defective battery.
- × Uninterrupted or error-free operation of a product.
- × Loss of, or damage to, your data by a product.
- × Any software programs, whether provided with the product or installed subsequently.
- × Failure of, or damage caused by, any third party products, including those that DJI may provide or integrate into the DJI product at your request.
- × Damage resulting from any non-DJI technical or other support, such as assistance with “how-to” questions or inaccurate product set-up and installation.
- × Products or parts with an altered identification label or from which the identification label has been removed.

Limitation of Liability

WHEN RECEIVING SERVICE, DJI IS RESPONSIBLE FOR LOSS OR DAMAGE TO YOUR PRODUCT ONLY WHILE IT IS IN DJI'S POSSESSION OR IN TRANSIT, IF DJI IS RESPONSIBLE FOR TRANSPORTATION.

DJI IS NOT RESPONSIBLE FOR LOSS OR DISCLOSURE OF ANY DATA, INCLUDING CONFIDENTIAL INFORMATION, PROPRIETARY INFORMATION, OR PERSONAL INFORMATION, CONTAINED IN A PRODUCT.

UNDER NO CIRCUMSTANCES, AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY SET FORTH HEREIN, SHALL DJI, ITS AFFILIATES, SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS BE LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY AND

REGARDLESS OF WHETHER THE CLAIM IS BASED IN CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY OF LIABILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES; 2) LOSS, DAMAGE OR DISCLOSURE OF YOUR DATA; 3) SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. IN NO CASE SHALL THE TOTAL LIABILITY OF DJI, ITS AFFILIATES, SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS FOR DAMAGES FROM ANY CAUSE EXCEED THE AMOUNT OF ACTUAL DIRECT DAMAGES, NOT TO EXCEED THE AMOUNT PAID FOR THE PRODUCT.

THE FOREGOING LIMITATION DOES NOT APPLY TO DAMAGES FOR BODILY INJURY (INCLUDING DEATH), DAMAGE TO REAL PROPERTY OR DAMAGE TO TANGIBLE PERSONAL PROPERTY FOR WHICH DJI IS LIABLE UNDER LAW. AS SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

LIMITATION OF WARRANTY

TO THE EXTENT PERMITTED BY LAW, EXCEPT AS EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY, DJI DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING: (A) ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT, OR NON-INFRINGEMENT; AND (B) ANY WARRANTY ARISING OUT OF COURSE OF DEALING, USAGE, OR TRADE. THE DJI ENTITIES DO NOT WARRANT, EXCEPT AS EXPRESSLY PROVIDED IN DJI LIMITED WARRANTY, THAT THE PRODUCT, PRODUCT ACCESSORIES, OR ANY PORTION OF THE PRODUCT, OR ANY MATERIALS, WILL BE UNINTERRUPTED, SECURE, OR FREE OF ERRORS, VIRUSES, OR OTHER HARMFUL COMPONENTS.

SHOULD SUCH WARRANTIES CANNOT BE DISCLAIMED, DJI LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT DJI'S OPTION, THE REPAIR OR REPLACEMENT SERVICES PROVIDED IN THIS LIMITED WARRANTY.

SOME JURISDICTIONS MAY PROHIBIT A DISCLAIMER OF WARRANTIES AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION.

Your Other Rights

This Limited Warranty provides you with extra and specific legal rights. You may have other rights according to the applicable laws of your state or jurisdiction. You may also have other rights under a written agreement with DJI. Nothing in this Limited Warranty affects your statutory rights, including rights of consumers under laws or regulations governing the sale of consumer products that cannot be waived or limited by agreement.



*Warranty period may vary according to local laws and regulations.

Part II – GENERAL TERMS

DJI guarantees that, subject to the following conditions, Return & Refund Service, Replacement Service and Warranty Repair Service can be requested. Please contact DJI or your authorized DJI dealer for more details. You will be required to fill out a repair form, which should be sent to us along with the to-be-repaired unit.

You can request Return & Refund Service:

- √ Within seven (7) calendar days of receiving a product if the product has no manufacturing defect, has not been activated and is still in new or like-new condition.
- √ Within seven (7) calendar days of receiving a product if the product has a manufacturing defect.

Return & Refund Service will not be provided where:

- × It is requested beyond seven (7) calendars days of receiving a product.
- × A product sent to DJI for Return & Refund Service does not include all original accessories, attachments or packaging, or any item is not in new or like-new condition, i.e. with cracks, dents or scratches.
- × A legal proof of purchase, receipt or invoice is not provided or is reasonably believed to have been forged or tampered with.
- × Any fault or damage of the product is caused by unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.) or improper installation or operation.
- × Product labels, serial numbers, waterproof marks, etc. show signs of tampering or alteration.
- × Damage is caused to the product by uncontrollable external factors, including fire, floods, high winds or lightning strikes.
- × A product is not delivered to DJI within seven (7) calendar days after Return & Refund Service confirmation is sent from DJI.
- × Other circumstances stated in this policy.

You can request Replacement Service:

- √ Within fifteen (15) calendar days of receiving the product if the product has sustained a substantial damage in transit, provided always that the damage proof issued by the carrier can be provided to DJI.
- √ Within fifteen (15) calendar days of receiving the product if the product does not match the original description of the product in one or more significant respects.
- √ Within fifteen (15) calendar days of receiving the product if the product suffers performance failure.

Replacement Service will not be provided where:

- × Service is requested more than fifteen (15) calendars days after receiving a product.
- × Legal proof-of-purchase, receipts, or invoices are not provided, or are reasonably believed to

have been forged or tampered with.

- × A product sent to DJI for replacement does not include all original accessories, attachments and packaging, or contains items damaged by user error.
- × A product is found to have no defects after all appropriate tests are conducted by DJI.
- × Any fault or damage of the product is caused by unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.) or improper installation or operation.
- × Product labels, serial numbers, water damage marks, etc. show signs of tampering or alteration.
- × Damage is caused by uncontrollable external factors, including fires, floods, high winds, or lightning strikes.
- × Received product has not been sent back to DJI seven (7) calendar days after replacement confirmation from DJI.
- × Proof of damage during transit issued by the carrier cannot be provided.
- × Other circumstances stated in this policy.

What to do Before Obtaining After-sales Service

Before obtaining after-sales service, the following steps must be taken:

- √ Follow the procedures specified by DJI as shown in the “DJI General After-Sales Service Flow” part.
- √ Backup all data contained on your product’s SD card.
- √ Except for flight logs, remove all data, including confidential information, proprietary information and personal information, from the product. Or, if you are unable to remove any such information, modify the information to prevent its access by another party or so that it is not personal data under applicable law. DJI shall not be responsible for the loss or disclosure of any data, including confidential information, proprietary information, or personal information, on a product returned or accessed for warranty service.
- √ Provide DJI with all system passwords, if necessary.
- √ Provide DJI with sufficient and safe access to your product, so DJI can provide service as needed.
- √ Remove all additional parts, alterations, and attachments not covered under warranty.
- √ Ensure that the product or part is free of any legal restrictions that prevent its replacement.
- √ If you are not the owner of a product or part, obtain authorization from the owner for DJI to provide warranty service.

Product and Part Replacement

When after-sales service involves the replacement of a product or part, the replaced product or part becomes DJI’s property and the replacement product or part becomes your property. Only unaltered DJI products and parts are eligible for replacement.

Replacement products or parts provided by DJI may not be new, but it will be in good working order and at least functionally equivalent to the original product or part’s warranty. A replacement product or part shall be covered for the time remaining in the original product’s warranty.

Use of Personal Contact Information and Data

If you obtain service under this policy, you authorize DJI to store, use, and process your flight log information and your contact information, including name, phone numbers, address, and e-mail address. You agree and understand that it is necessary for DJI to collect, process and use your data to perform service under this policy. We may contact you to inquire about your satisfaction with our service or to notify you about any product recalls or safety issues. DJI may request your authorization to access, use and process the vision image data that stored in your aircraft product when you decide to apply for after-sales service. If you refuse to do so, DJI may not be able to provide certain after-sales service to you. In achieve these aims, you authorize DJI to transfer your information to any country where we do business and to provide it to entities acting on our behalf. We may also disclose your information where required by law. DJI's privacy policy is available at <http://www.dji.com/policy>.

Essential Information

√ The warranty period for Return & Refund Service, Replacement Service and Warranty Repair Service may vary with respect to your product, the part experiencing issues, or the country of purchase. Please refer to <http://www.dji.com/service> for the warranty period for your product and products in your country.

√ You are responsible for shipping costs when sending product(s) for return, repair or replacement.

√ DJI will examine the returned product(s) to identify the problem. If the problem qualifies for service under this policy, DJI will bear the cost for refund, replacement, or repair and return the product(s) at our cost to you.

√ If DJI determines that the issue in question is not covered by this DJI After-Sales Policy, you will have to apply for Customer Paid Repair Service. DJI will not start repair until you agree to the cost for repair quoted by DJI. If you disagree with the cost for repair, DJI will return the product(s) with you burdening the cost of return shipping.

√ Please note that products and components presented for repair may be replaced by refurbished goods of the same type rather than being repaired. These refurbished goods have been tested and are similar to brand new goods in function and appearance. If any refurbished parts or units do not meet our quality assurance requirements, brand new parts or units will be issued. Any replaced parts may come with different serial numbers.

√ Please be aware that where a product is capable of retaining user-generated data, such data may be lost during the repair process. We therefore recommend that you back up your data prior to any repair.

√ Please note that data analysis service will not be provided after warranty expiration.

√ Customers can obtain warranty service only at a designated DJI repair center in the region where he/she purchased the product. However, depending on part availability, customers can obtain cross-regional repair service at an additional charge.

√ For customers in North America, please note: DJI products purchased after August 1st, 2016 are covered under warranty only if they are purchased from DJI authorized dealers.

√ If a customer in Region A wants to send in their products to a designated DJI repair center in the Region B without informing DJI, the customs duty, customs clearance, and other costs incurred will be covered by the customer.

√ If the aircraft is water-damaged, its performance may be severely affected, and the aircraft will be beyond repair. So a replacement service is provided, instead of repair services, if the product

is sent in.

√ Before sending your product for repair, please remove any customized decorations and items on it (including but not limited to decorative stickers, UAS stickers, paintings, etc.). DJI will not be responsible for any damage or loss that may occur to these customized decorations and items.

√ To guarantee your legal rights, please check whether your product is intact (check whether any damage has occurred to your product during transportation) when signing for it. If the product has a defect, please report it to us within seven (7) days of signing for it; or it will be deemed that the product you signed for is intact and fully functional.

Part III – Country/Region Specific Terms

The terms of Part III replace or modify terms of Part I or Part II as specified for a particular country/region.

United States

The following is added to the same section in Part I:

How to Obtain Warranty Service

If a product does not function as warranted during the warranty period, you may obtain after-sales service by contacting DJI at:

DJI Service LLC
17301 Edwards Road
Cerritos, CA 90703

Australia

“DJI” means DJI TECHNOLOGY AUSTRALIA PTY. LTD. Address: 12/125-127 Highbury Road, Burwood VIC 3125.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you order one of our products in Australia, you have legal rights known as ‘consumer guarantees’ which apply for a reasonable time from the date of your purchase until the failure becomes apparent and regardless of the manufacturer warranty as provided in this policy. The manufacturer warranty herein applies in addition to the rights you have at law and are not intended to limit, modify or restrict your consumer guarantee rights in any way.

The following replaces the same section in Part I:

What is Covered

DJI warrants that each hardware product that you purchase is free from materials and workmanship defects under normal use and conditions during the warranty period. If the product fails due to a covered defect during the warranty period, DJI will provide you a remedy under this policy. The warranty period for the product starts on the original date of purchase specified on your sales receipt or invoice unless DJI informs you otherwise in writing. The warranty period and types of after-sales service that apply to your product are set forth below in “Part II – General Terms” above.

The benefits given by this Limited Warranty are in addition to your rights and remedies at law, including those under the Australian Consumer Law.

The following replaces the same section in Part I:

Limitation of Liability:

DJI is responsible for loss or damage to your product only while it is in DJI's possession or in transit, if DJI is responsible for the transportation. DJI is NOT responsible for loss or disclosure of any data, including confidential information, proprietary information, or personal information, contained in a product.

To the extent permitted by law, under no circumstances and notwithstanding the failure of essential purpose of any remedy set forth herein, shall DJI, its affiliates, suppliers, resellers, or service providers be liable for any of the following even if informed of their possibility and regardless of whether the claim is based in agreement, warranty, negligence, strict liability or other theory of liability: 1) third party claims against you for damages; 2) loss, damage or disclosure of your data; 3) special, incidental, punitive, indirect or consequential damages, including but not limited to lost profits, business revenue, goodwill or anticipated savings. In no case shall the total liability of DJI, its affiliates, suppliers, resellers, or service providers for damages from any cause exceed the amount of actual direct damages, not to exceed the amount paid for the product.

The foregoing limitations do not apply to damages for bodily injury (including death), damages to real property or damage to tangible personal property for which DJI is liable under law.

The following replaces the same section in Part II:

Product and Part Replacement

When after-sales service involves the replacement of a product or part, the replaced product or part becomes DJI's property and the replacement product or part becomes your property. Only unaltered DJI products and parts are eligible for replacement. The replacement product or part provided by DJI may not be new, but it will be in good working order and at least functionally equivalent to the original product or part. A replacement product or part shall be covered for the time remaining in the original product or part's warranty. Products and parts presented for repair may be replaced by refurbished products or parts of the same type rather than being repaired. Refurbished parts may be used to repair the product, and repair of the product may result in loss of data, if the product is capable of retaining user-generated data.

The following is added to the same section in Part II:

Use of Personal Contact Information and Data:

DJI will not be able to provide you with our service under this policy if you refuse to provide your information or do not wish us to transfer your information to our agent or contractor. You have the right to access your personal contact information and request correction of any errors in it pursuant to the Privacy Act 1988 by contacting DJI. DJI may request your authorization to access, use and process the vision image data that stored in your aircraft product when you decide to apply for after-sales service. If you refuse to do so, DJI may not be able to provide certain after-sales service to you.

New Zealand

The following is added to the same section in Part II:

Use of Personal Contact Information and Data:

DJI will not be able to provide you with service under this warranty if you refuse to provide your information or do not wish us to transfer your information to our agent or contractor. DJI may request your authorization to access, use and process the vision image data that stored in your aircraft product when you decide to apply for after-sales service. If you refuse to do so, DJI may not be able to provide certain after-sales service to you. You have the right to access your personal information and request correction of any errors in it pursuant to the Privacy Act 1993.

European Economic Area (EEA)

Warranty Obligor for EEA

"DJI" means DJI GmbH or DJI Europe B.V.. Address: DJI GmbH, Industriestrasse 12, 97618 Niederlauer, Germany, or, DJI Europe B.V., Bijdorp-oost 6, 2992LA, Barendrecht, The Netherlands.

The following is added to Part I:

Additional Legal Rights for Consumers

For consumers, who are covered by consumer protection laws or regulations in their country of purchase or, if different, their country of residence, the benefits conferred by this policy are in addition to all rights and remedies conveyed by such consumer protection laws and regulations, including but not limited to these additional rights.

Under European consumer laws, consumers are entitled to a repair or replacement free of charge by the seller of defective goods or goods which do not conform with the contract of sale.

Furthermore, the consumer may require an appropriate reduction of the price or have the contract rescinded, if the consumer is entitled to neither repair nor replacement, or if the seller has not

completed the remedy within a reasonable time, or if the seller has not completed the remedy without significant inconvenience to the consumer or refund by the seller, of defective goods or goods which do not conform with the contract of sale. However, the consumer is not entitled to have the contract rescinded if the lack of conformity is minor.

For additional information on consumer laws and particularities in the country of purchase or, if different, the country of your residence, please visit the European Consumer Centre website at http://ec.europa.eu/consumers/ecc/index_en.htm

Customers in the EEA may contact DJI at the address mentioned above.