

# PART I – LIMITED WARRANTY

## Part I – Limited Warranty

## Part II – GENERAL 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, If you cannot provide invoice or other valid proof of purchase, then the warranty period will start from 90 days after the shipping date that shows on the product, 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.
- × Water damage or other damages 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.

## 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 fourteen (14) 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 fourteen (14) 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 fourteen (14) 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 fourteen (14) 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 may have to burden shipping costs for return, repair, or replacement of product(s) depending on DJI's aftersales policies in your local area.

√ DJI will troubleshoot the product(s) you returned. If the detected malfunction or defect meets with any terms or conditions under DJI's aftersales policies, DJI shall bear the cost for refund, replacement, or repair, and accordingly, you may be required to pay for the shipping costs.

√ If DJI determines that the malfunction or defect is not covered by DJI's aftersales policies, you shall apply for Customer Paid Repair Service. DJI will not start repairing without your consent with the offered repair quote. If you disagree with the repair quote, DJI will return your product(s), and according to DJI's aftersales policies in your local area, you may be required to burden the cost of return shipping.

√ 1) DJI will ship your repaired or replacement product to the mailing address you furnished when you authorized service unless you provide alternative instructions; 2) If your product is deemed unrepairable by DJI, or you opt to not have DJI perform the repair. DJI will return the product to the mailing address you provided.

√ If your product is returned to DJI because delivery could not be completed at the address given, DJI will attempt to contact you for an alternative mailing address and arranging another delivery at your own shipping cost. If you do not provide an address at which DJI or its agent may deliver your product, or provide essential information to comply with shipping regulations, or make payment arrangements within ninety (90) days after the original delivery attempt, DJI will notify you that it considers your product to be abandoned. DJI will send notice to the mailing address you furnished when you authorized service. In the event that your product is abandoned, DJI may dispose of your product in accordance with applicable provisions of law and, specifically, may sell your product at a private or public sale to pay for any outstanding service performed. DJI reserves its statutory and any other lawful liens for unpaid charges, including but not limited to a reasonable storage fee at the rate of up to \$30 per day.

√ 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.
- √ DJI does not provide global warranty, 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, the customer will need to get the consent of DJI and bear customs duties, taxes, customs clearance, and other costs incurred.
- √ 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.