

DJI WARRANTY SERVICE

Our goods come with guarantees that cannot be excluded under local 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.

The benefits we provide under the DJI Warranty Service are in addition to other rights and remedies you may have at law. The DJI Warranty Service is not intended to limit, modify or restrict your consumer guarantee rights in any way.

DJI agrees to repair or replace a product during the warranty period (see Warranty Period of Main Parts) subject to the conditions outlined below. If the problem is not covered under the DJI Warranty Service, you may have to pay for the cost of return delivery and testing the product. We'll tell you beforehand if that is the case. If the to-be-repaired part is out of warranty while other parts are still in warranty, you may have to pay for the repair cost of this part.

1. You will only be eligible for our DJI Warranty Service where the following conditions are met:

- a. The product must not have been subjected to abnormal or unauthorized used, as intended by the manufacturer during the warranty period.
- b. No unauthorized disassembling, modification or installation has been performed on the product or a component.
- c. Product labels, Serial Numbers, waterproof mark, false proof mark, etc. show no signs of tampering or altering.
- d. You provide a valid proof-of-purchase, receipt or order number (for DJI Direct Sales).

2. The following situations are not covered by the DJI Warranty Service:

- a. Crash or fire damage caused by non-manufacturing factors.
- b. Damage caused by unauthorized modification, disassembly, shell opening not in accordance with official instructions or manuals.
- c. Damage caused by improper installation, incorrect use or operation not in accordance with the official instructions or manuals.
- d. Damage caused by unauthorized repair.
- e. Damage caused by unauthorized modification of circuits, mismatch or misuse of battery and charger.
- f. Damage caused by flights which did not follow the instruction manual

recommendations.

g. Damage caused by operation in bad weather (i.e. strong wind, rain, sand/dust storm, etc.)

h. Damage caused by operating the unit in an environment with electromagnetic interference (i.e. a mining areas, close to radio transmission towers, high-voltage wires, substations, etc.).

i. Damage caused by operating the unit in an environment suffering from interference with other wireless devices (i.e. transmitter, video-link, Wi-Fi signals, etc.).

j. Damage caused by operating the unit at a weight greater than the safe takeoff weight as specified by the instruction manuals.

k. Damage caused by a forced flight when components have aged or been damaged.

l. Damage caused by reliability or compatibility issues when using unauthenticated third-party parts.

m. Damage caused by operating the unit with a low charged or defective battery.

n. Respective product has not been sent back to DJI 7 calendar days after warranty service confirmation from DJI.

3. Essential Information for Warranty Service

a. Customers are responsible for shipping costs when sending product(s) in for return, repair or replacement under the DJI Warranty Service.

b. Technical staff of after-sales service centers will examine the returned product to identify the problem. If it is a quality problem with the product itself, DJI will accept test, material, labor, and delivery costs for sending the repaired product back to the customer.

c. If DJI determines that the product is not covered under the DJI Warranty Service, the customer will have to pay the cost of repair and return delivery prior to repairing or sending the product. Examination, material and labor costs will be charged according to the nature of the problem. We'll tell the customer beforehand what the costs will be.

d. 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 functions 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.

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

f. 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.

g. The customer can call DJI repair center for more information about the DJI Warranty Service repair process.

h. 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.

REFUND AND REPLACEMENT POLICY

If you order one of our products, you have legal rights known as 'consumer guarantees' which apply for a reasonable time from the date of your purchase and regardless of this Policy or DJI's Manufacturer's Warranty Policy. These policies apply 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.

DJI guarantees that subject to the following conditions, refund and replacement can be requested within 7 calendar days (actual date may vary according to local laws and regulations) of the delivery date (subject to actual date the product was received) and replacement can be requested within 15 calendar days (actual date may vary according to local laws and regulations) of the delivery date (subject to actual date the product was received). Please contact DJI or the authorized distributor of DJI from whom you purchased your product for more details. In order to request a refund or to replace a product please contact our Aftersales team. You will be required to fill out a Repair Form which should be sent to us along with the to-be-repaired unit.

1. You can request a refund:

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

b. Within 7 calendar days of delivery if the product has a manufacturing defect.

2. A refund will not be provided where:

a. The refund was requested beyond 7 calendars days of delivery;

b. Product sent in for refund does not include all original accessories,

attachments and packaging, any item is not in new or like-new condition, i.e. with cracks, dents or scratches.

c. Legal proof-of-purchase or receipts are not provided, or are reasonably believed to have been forged or tampered with.

d. Any product fault or damage has been 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.

e. Product labels, serial numbers, waterproof marks, false proof marks etc. show signs of tampering or alteration.

f. Damage was caused to the product by external factors out of our control, including fire, flood, high winds and lightning strike.

g. Respective product has not been sent back to DJI 7 calendar days after refund confirmation from DJI.

h. The date of activation exceeds 30 days after the date of delivery.

3. You can request to replace a product you purchased from us:

a. Within 15 calendar days of delivery if the product has sustained substantial damage in transit.

b. Within 15 calendar days of delivery if the product purchased does not match the original description of the product in one or more significant respects.

c. Within 15 calendar days of delivery if the product has a manufacturing defect(s).

4. A replacement will not be provided within 15 calendar days of the purchase where:

a. The replacement was requested beyond 15 calendar days of delivery;

b. Legal proof-of-purchase or receipts are not provided, or are reasonably believed to have been forged or tampered with.

c. Product sent in for replacement does not include all original accessories, attachments and packaging, or contains items damaged by user error.

d. Product is found to have no manufacturing defects after appropriate tests are conducted by DJI Technical Support.

e. Any product fault or damage has been 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.

f. Product labels, serial numbers, waterproof marks, false proof marks etc. show signs of tampering or alteration.

- g. Damage was caused to the product by external factors out of our control, including fire, flood, high winds and lightning strike.
- h. Respective product has not been sent back to DJI 7 calendar days after replacement confirmation from DJI.
- i. The date of activation exceeds 30 days after the date of delivery.

5. Miscellaneous

- a. Local credit card/debit card and PayPal refunds can take up to 10 business days to process after the product is received. International credit card, Visa or MasterCard, refunds can take up to 7 to 14 business days to process.
- b. Sender must pay the costs of return delivery and the costs associated with product testing if the product does not meet the conditions for a replacement or refund set out above. We will tell you what these costs are in advance.
- c. We may amend the Refund and Replacement Policy terms from time to time, including where there is a change of law.

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

Product

Warranty Period

Phantom 4

MC	12 months
Gimbal Camera	6 months
Vision Positioning System	6 months
Propulsion System (excluding propellers)	6 months
Remote Control	12 months
Battery	6 months and charge cycle less than 200 times
Battery Charger	6 months
Frame	No warranty
Propeller	No warranty

Phantom 3 Professional \ Phantom 3 Advanced \ Phantom 3 Standard \ Phantom 3 4K

Central Board	12 months
Gimbal Camera	6 months
Vision Positioning System	6 months
Propulsion System (excluding propellers)	6 months
Remote Control	12 months
Battery	6 months and charge cycle less than 200 times
Battery Charger	6 months
Motor	6 months
Frame	No warranty
Propeller	No warranty

For additional information please log onto:

<http://www.dji.com/service/policy>