

Terms of Service of DJI Care Pro

Thank you for purchasing DJI Care Pro. Please take note of the following important points:

1. By purchasing DJI Care Pro, you are fully aware of and acknowledge these Terms of Service.
2. To ensure that you can enjoy the services properly, DJI Care Pro and the corresponding product must be purchased from the same country or region.
3. If DJI Care Pro you have bought includes Flyaway Coverage service, please enter [Device Management] in the app to bind your DJI account with the aircraft and remote controller as soon as possible. The Flyaway Coverage service cannot be used if the flyaway aircraft was not bound with the account and remote controller, or if either is unbounded before a flyaway.
4. After using the services provided by DJI Care Pro, if the serial number of the product changes, the product will automatically be bound to the DJI Care Pro of the original product and inherit the validity period of each service and the official warranty period of the original product. Please do not re-purchase DJI Care Pro for your product.
5. The serial number of your DJI product and its components is important to use DJI Care Pro. Please keep the information to yourself. If your DJI product serial number is lost or stolen, you shall bear consequences and responsibilities.

1. Introduction to the Services

All DJI Care Pro services are provided by SZ DJI Technology Co., Ltd. or its designated affiliates (hereinafter referred to as "DJI"). The following is an introduction to each service. For specific definition, please see Terms of Service section for details.

There may be differences in the services provided by DJI Care Pro for different products. Please refer to the descriptions on the product page when purchasing DJI Care Pro.

1.1 Product Accidental Damage

Hereinafter referred to as "Unlimited Number of Free Repairs". Within the service period of DJI Care Pro, for any accidental damage to your DJI product during normal operation, any repair fees and labor costs incurred within the coverage limit shall be borne by DJI, provided that the product is returned to an official DJI authorized service center within the validity period of this Agreement.

1.2 Battery Replacement

Within the service period of DJI Care Pro, for any damage to the battery in the DJI Inspire 3 package during normal operation, free battery replacement is provided by DJI, provided that the aircraft and battery in the package are returned to an official DJI authorized service center within the validity period of this Agreement.

1.3 Flyaway Coverage

If DJI products specified in these terms are flown away due to accidents within the covered period, you may obtain a well-functioning product from DJI after going through the flyaway service procedure.

1.4 Factory Maintenance

DJI offers maintenance covering basic inspections, upgrades, calibrations, deep cleaning, and easily-worn part replacement for products specified in these terms within the scope of coverage

1.5 Service Extension Rewards

After DJI Care Pro for DJI products specified in these terms has expired, the warranty can be extended for one more year according to certain rules if there is remaining coverage amount left. For more details about the specific rules, refer to FAQ in the DJI's official website.

1.6 Extended Warranty Period

Hereinafter referred to as "Extended Warranty service." If any performance failure not attributable to user errors has occurred to any DJI product specified in these terms, the material and labor costs incurred shall be borne by DJI, provided that the product is returned to DJI or an official DJI authorized service center within the extended

warranty service period.

2. Clauses

2.1 Validity Period

Service Details	Validity Period	1-Year Plan	2-Year Plan
Unlimited Number of Free Repairs	Effective Date	Effective date as indicated in the Service Agreement	Effective date as indicated in the Service Agreement
Battery Replacement Flyaway Coverage Factory Maintenance	Validity Period	12 Months	24 Months
Service Extension Rewards	Effective Date	After the validity period of the Unlimited Number of Free Repairs service expires. After the official warranty period in Europe and the UK expires.	After the validity period of the Unlimited Number of Free Repairs service expires.
	Validity Period	12 Months	12 Months
Extended Warranty Period	Effective Date	/	After the official warranty period expires.
	Expiration Date	/	Invalid at the same time as the Unlimited Number of Free Repairs service.

2.2 Covered Areas

- The **Unlimited Number of Free Repairs, Battery Replacement, Flyaway Coverage, Factory Maintenance, Service Extension Rewards, and Extended Warranty Period** services offered by DJI for you hereunder (hereinafter “other services”) are available in the following covered areas:
 - If DJI products specified in these terms are provided with international warranty service from DJI official stores or any other authorized channels with valid proof of purchase, you can apply for other services at

any of the global DJI official service centers that provide DJI Care Pro services once they have confirmed that your claim meets the service requirements. The determination rules and the terms of service are subject to the country or region where you purchased DJI Care Pro.

- If DJI products specified in these terms are not entitled to the international warranty service, other services will be only available in countries or regions selected at the time of purchase of DJI Care Pro.
- Products supported by the current international warranty service: DJI Ronin 4D series.

2.3 Number of Services

Service Details	1-Year Plan	2-Year Plan
Unlimited Number of Free Repairs	Unlimited within the service scope	
Battery Replacement	2	4
Flyaway Coverage	1x	2x
Factory Maintenance	1x	2x
Service Extension Rewards	1x	
Extended Warranty Period	/	Unlimited if within the service scope

For services with a limited number of service times, one service time will be deducted after each use. DJI Care Pro of the original product will be automatically bound to the product when the service is completed and the warranty period of the original product will be inherited. You may check the remaining service times on [DJI Service Plan Query](#) page.

2.4 Service Scope

2.4.1 Scenarios Within the Service Scope

The following is the scope of coverage for DJI Care Pro. Charges incurred beyond the service coverage will be handled at your own expense.

1) **Unlimited Number of Free Repairs** covers the whole product from damage caused by accidents in the course of normal use, and “whole product” is defined below:

- **DJI Ronin 4D series:** Main body, gimbal and camera, base plate, LiDAR range finder, top handle (with extended control sticks), hand grips, high-bright main monitor, TB50 battery mount, TB50 intelligent battery, PROSSD 1TB*, and PROSSD mount*;

*PROSSD 1TB and PROSSD mount are only covered by the Unlimited Number of Free Repairs service for the DJI Ronin 4D-8K combo. If you have purchased the DJI Ronin 4D-6K combo, the Unlimited Number of Free Repairs service will not cover PROSSD 1TB and PROSSD mount since these components are not included in your product.

- **DJI Inspire 3:** Inspire 3 Aircraft, Zenmuse X9-8K Air Gimbal Camera, RC Plus (Inspire 3), PROSSD 1TB, Inspire 3 Foldable Quick-Release Propellers (Pair), and Inspire 3 Gimbal Rubber Dampers.

2) **Battery Replacement** covers any damage to the battery in the DJI Inspire 3 package during normal operation.

- Covered Product Model: DJI Inspire 3

3) **Flyaway Coverage** covers flyaway incident due to accidents of the following components:

For Inspire 3: Inspire 3 Aircraft x1, Zenmuse X9-8K Air Gimbal Camera x1, PROSSD 1TB x1, Inspire 3 Foldable Quick-Release Propeller x2, and TB51 intelligent battery x2.

4) **Factory Maintenance** offers preventative repair for the whole set of products, including basic inspections, upgrades, calibrations, cleaning, and easily-worn part replacement. For the definitions of “whole set of products,” “easily-worn parts,” etc., please see the maintenance service list, which can be found on [FAQ](#) in the official website.

5) **Extended Warranty Period**¹ covers the following components for performance failure due to non-user error:

- For Inspire 3: Inspire 3 Aircraft, RC Plus (Inspire 3), and Zenmuse X9-8K Air Gimbal Camera.

2.4.2 Exclusions

The losses, expenses, and liabilities listed below are not covered by DJI Care Pro:

- 1) Any part or parts that are specified as not covered by the service;
- 2) Damage to non-DJI products;

¹It also applies to warranty extension services provided by Service Extension Rewards.

- 3) Damage caused by using your DJI product together with a non-DJI product or third-party accessory/software that is not authorized by DJI;
- 4) Some or all of the DJI product's parts that are covered by the service have been stolen, looted, or discarded.
- 5) Repair requests not covered under the validity period of DJI Care Pro;
- 6) Damage to components caused by unauthorized repair or replacement;
- 7) Damage to the DJI product caused by deliberate actions;
- 8) Damage due to modification or disassembly of the product that is non-compliant with official documentation or unauthorized by DJI;
- 9) Damage to the DJI product caused by using the product to engage in illegal activities;
- 10) Damage caused by natural disaster, war, military action, riot, coup, rebellion, and terrorist activities;
- 11) Damage to the DJI product caused by nuclear radiation, nuclear explosion, nuclear pollution, or other radioactive pollution;
- 12) Technical enhancements or performance improvements for DJI products are provided at an extra fee;
- 13) Indirect loss and/or anticipated profit in any form;
- 14) Personal injury and/or property loss to the customer or any other people caused by the DJI product;
- 15) Any litigation, arbitration and/or relevant expense related to each service liability.

The losses, expenses, and liabilities listed below are not covered by the Extended Warranty service:

- 1) Some or all of the DJI product components that are covered by the Extended Warranty service are lost;
- 2) Personal injury and/or property loss to the customer or others caused by the product;
- 3) Damage to the product that is not caused by quality issues;
- 4) Damage to the product caused by flights in unsuitable conditions (including but not limited to meteorological and hydrological environments) or operation not in accordance with the recommended use, as outlined in the product's user manual;
- 5) Product damage caused by violation of drone airworthiness requirements;
- 6) Damage to the DJI product caused by installation, usage, or operation not in accordance with the recommended use, as outlined in the product's user manual;
- 7) Damage to the DJI product resulting from using a defective battery;
- 8) Natural wear and tear or damage to the component surface, shell or airframe that do not influence the product's performance.

2.5 Service Fees

2.5.1 Request a Service From DJI

Refer to the table below for details of service fees incurred within the service scope. DJI will not provide any refund for expenses incurred from being unable to request a service due to reasons attributable to you or beyond the validity period.

Service Details	Repair Fees	Logistics Fees
Unlimited Number of Free Repairs	Coverage amount will be deducted based on the fee incurred for each repair; In any case, the repair costs borne by DJI Care Pro shall not exceed the coverage limit as set out in your Service Agreement. Otherwise, the proportion of repair costs in excess of the coverage limit shall be borne by you.	Borne by DJI
Battery Replacement	One replacement is deducted after a replacement is used. If your remaining replacement times is insufficient, you will be required to pay the fee in order to enjoy the battery replacement service.	
Flyaway Coverage	One flyaway service time is deducted after flyaway replacement is requested and additional flyaway service fee is required.	
Factory Maintenance	Borne by DJI	
Extended Warranty Period	Borne by DJI	

2.5.2 Request Services From a Third-Party Service Provider

Except for certain regional policies, DJI has not authorized any third-party service to provide the DJI Care Pro services. DJI will not provide any refund or compensation for any expense incurred due to request for services from a third party service provider for personal reasons within the scope of services and any subsequent possible losses.

3. Service Process

3.1 Preparation

- 1) Before applying for DJI Care Pro services, please go to DJI Privacy Policy page and read the DJI privacy policy carefully. By applying for the service, you hereby acknowledge that you have read, agree to and abide by this Privacy Policy, authorize to provide DJI with your personal information and product information you fill out, and authorize DJI to use such information while providing services to you. Personal information includes, but is not limited to, your name, telephone number, email, and address. Product information includes, but is not limited to, your product model and serial number, product settings data, flight operation data, and flight environment and location data.
- 2) Before sending out your product, please back up your personal information and/or delete all the data installed or recorded in your product, including but not limited to images, videos, and installed third-party software and software packages in the built-in memories and SD cards. If any such information cannot be deleted, please modify it to prevent others from obtaining it or to exclude it from the definition of personal data under applicable laws. If you fail to delete such information, DJI will unavoidably access such information when providing the service and may delete such data as a result of the service. DJI shall not be liable for any loss or disclosure of data from any product you have sent back to DJI or any product you have repaired by DJI.
- 3) Before obtaining the service, ensure that the binding function on the remote-control device (remote controller) is disabled. If the binding function is not disabled or cannot be disabled, DJI will have to change or unbind the product's remote-control device during the service. When you receive the repaired product or replacement unit, please promptly connect the app to check the remote-control device binding status and bind the remote-control device again, or change the bound remote-control device if necessary.

There is no need to remove the device from the bound account. The associated account has the ownership of the product. The product can be connected to and used by anyone after the associated account is removed. Please use this function with caution.

3.2 Service Process for Unlimited Number of Free Repairs

If any DJI product specified in these terms malfunctions or is damaged, please log in to the [Online Repair Request](#) page to submit your service request.

- 1) Register your case: Please select "Request Repair Service Online" under "Service Request" at the time of registration.
 - Submit the repair request and the case will be accepted by DJI Support.
- 2) Send back the product: Please send back the product within seven working days after submitting the case.

- If you are unable to send back all the damaged product components covered by the Unlimited Number of Free Repairs service, you will not be able to apply the service to the components not provided.
- 3) Assess the accidental damage: DJI Authorized Service Center will assess the damage to your products.
 - 4) Pay service fee: If the service falls within the coverage limit, the coverage amount will be deducted according to the fee incurred for each repair. If the repair costs exceed the remaining coverage limit, the proportion of repair costs in excess of the coverage limit shall be borne by you.
 - 5) Provide service: DJI will perform services accordingly for you after confirming the coverage amount required to be deducted for a repair. Your original damaged parts or products will not be returned.
 - 6) Sign for the product: DJI will send you the repaired products after the service is completed.

3.3 Service Process for Battery Replacement

- 1) Register your case: When registering the case, select “Battery Replacement” under “Others” in “Fill in the Incident Description”. Then you can choose the battery replacement service when requesting the repair service.
- 2) Send back the product: Please send back the aircraft and battery within seven working days after submitting the case.
- 3) Pay service fee: If the service falls within the coverage limit, one replacement is deducted after a replacement is used. If your remaining replacement times is insufficient, you will be required to pay the fee in order to enjoy the battery replacement service.
- 4) Provide service: DJI will perform services accordingly for you after confirming the number of batteries required to be deducted for battery replacement. Your original battery will not be returned.
- 5) Sign for the product: DJI will send you the new battery after the service is completed.

3.4 Service Process for Flyaway Coverage

- 1) Register your case: Select “Flyaway Service” for the type of service at the time of registration. During the case registration, you need to upload the flight record of the accident. If you cannot upload or find a flight record, please contact DJI Support directly.
- 2) Assess the accidental damage: You can choose whether or not to use DJI Care Pro and the applicable service type when a product accident situation has been detected by the DJI Service Center:

Accident Information	Applicable Service Type
Within the service scope of the official warranty, and still within the official warranty period	<p>DJI will provide you with a free replacement unit within the warranty period.</p> <p>Extended Warranty service will be automatically applied during the service process to extend the warranty of your product.</p> <p>You can also choose to use the Flyaway Coverage service.</p>
Out of the service scope of the official warranty, or out of the official warranty period	Flyaway Coverage service

3) **Complete DJI Care Flyaway Aircraft Report: If you decide to use the Flyaway Coverage service, accident flight records need to be provided, and a DJI Care Flyaway Aircraft Report should be produced as a certificate for the service.**

- You may not use the Flyaway Coverage service if you are unable to provide the flight record of the accident or cannot complete the DJI Care Flyaway Aircraft Report.
- After a DJI Care Flyaway Aircraft Report is produced, the flyaway aircraft will be restricted from use. If the aircraft is found before paying the service fee, you can contact DJI to cancel the DJI Care Flyaway Aircraft Report, and then your product can be used normally again. **If you have already paid the service fee, the ownership of your original product will be transferred to DJI, and the DJI Care Flyaway Aircraft Report cannot be canceled.** If you obtain the aircraft again, please send it back to DJI.

4) **Pay service fee:** Pay for all services after confirming whether or not to use DJI Care Pro and the type of service used.

5) **Sign for the product:** DJI will send out a replacement product after you pay for the service. The product supplied by DJI will be automatically bound to DJI Care Pro of your original product, and the validity period of each service and the official warranty period of the original product will be inherited.

3.5 Service Process for Factory Maintenance

- 1) **Register your case:** Please select "Maintenance Service" for the type of service at the time of registration.
- 2) **Send back the product:** Please send your product back to an official DJI authorized service center. If there is damage outside of the scope of the maintenance service list, you will need to determine whether to turn to the service process for Unlimited Number of Free Repairs. If you decline to switch to Unlimited Number of Free Repairs, we will note your product's damage in the maintenance report and perform maintenance on

your product within the scope of the maintenance service list.

- 3) Confirm the use of maintenance rights and interests: If the maintenance service is applicable to your product, the service center will provide you with the services accordingly.
- 4) Sign for the product: DJI will send your product back after completing the maintenance.

3.6 Service Process for Service Extension Rewards

Upon the expiration of DJI Care Pro, the system will automatically extend your warranty period by one year if you are eligible for the reward service, and you do not need to apply for or act on it manually. For details of the reward service criteria, please refer to the [FAQ](#) in the DJI's official website.

4. Termination of Service

DJI may have the right to refuse to provide services in case of any of the following circumstances:

- 1) Products are purchased from non-DJI official or authorized channels;
- 2) DJI Care Pro and the corresponding product are not purchased from the same country or region;
- 3) The service is applied for issues outside of the coverage area;
- 4) The date when you apply for the services is not within the period of validity of the service;
- 5) Failure to apply for services in accordance with the service process.

DJI has fulfilled the obligations of DJI Care Pro service, and the service will be terminated under one of the following circumstances:

- 1) The coverage period agreed for each service has been reached;
- 2) The number of coverage times agreed for each service has been reached;
- 3) The user has applied to exit DJI Care Pro, and the application has been confirmed by DJI.

5. Return and Transfer DJI Care Pro

If your DJI product is returned in accordance with DJI Official Return Policy, you may apply to return your DJI Care Pro. If your DJI product has not been returned, or you have used one or more of the services provided by DJI Care Pro, you cannot return DJI Care Pro.

DJI Care Pro cannot be transferred after purchase.