

Terms of Service of DJI Care Refresh

Thank you for purchasing DJI Care Refresh. Please be noted of the following important points:

1. By purchasing DJI Care Refresh, you acknowledge that you have read, understood, and agreed to these terms.
2. To ensure that you can enjoy the services normally, DJI Care Refresh and the corresponding product must be purchased from the same country or region.
3. To make sure that your aircraft can enjoy the flyaway replacement service (if applicable), please enter [Profile] - [Device Management] in the app to bind your DJI account with the aircraft in advance, and also to bind the remote controller. The flyaway replacement service cannot be used if the flyaway aircraft was not bound with the account and remote controller, or if the account or remote controller was unbounded before the flyaway occurred.
4. A single DJI product can only bind to DJI Care Refresh once. After using the service provided by DJI Care Refresh, if the product's serial number is changed, the provided product will automatically bind to the original product's DJI Care Refresh, and the original service and warranty period continues. Therefore, the original unit will no longer have a DJI Care Refresh Plan. Please do not re-purchase DJI Care Refresh for the replacement unit.
5. The serial number of your DJI product is essential for using DJI Care Refresh. Please keep the information to yourself. If your DJI product serial number is lost or stolen, you shall bear the corresponding consequences and responsibilities.

1. Introduction to Services

All DJI Care Refresh services are provided by SZ DJI Technology Co., Ltd. or its designated affiliated companies (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 Refresh for different products. Please refer to the page description when purchasing DJI Care Refresh.

1.1. Product Accidental Damage and Flyaway Replacement Services

Product Accidental Damage and Flyaway Replacement Services (hereinafter referred to as "replacement service") is provided by DJI that promises to provide replacement services to products specified in the service agreement. If damage or a flyaway* issue occurs accidentally under normal use, or if an accident occurs to the product, you can obtain a functioning product from DJI by using the replacement service.

1.2. Exclusive Repair Discounts

If the main products or accessories are damaged during normal use or due to accidents, both the product and the accessories sent along for repairing are entitled to exclusive discounts within a limited repair quota.

1.3. Extended Warranty Period

It is called “Extended Warranty Service” hereinafter. Within the scope of coverage, if the designated product is malfunctioning due to a non-user error and is sent to DJI or an authorized repair center for repair within the extended warranty service’s period of validity, then the repair fees and labor costs will be covered by DJI.

1.4. Factory Maintenance

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

1.5. Rewards for Safe Flight

If product specified in the service agreement has not used replacement service and discount repair service during the term of validity, an additional 1-year extended warranty service will be provided for your product after the current DJI Care Refresh expires.

2. Clauses

2.1. Validity Period

Service Details	Validity Period	1-Year Plan	2-Year Plan
Replacement Service	Effective date	<u>Effective date as indicated in the Service Agreement</u>	<u>Effective date as indicated in the Service Agreement</u>
Exclusive Repair Discounts Factory Maintenance	Validity period	12 months	24 months
Rewards for Safe Flight	Effective date	After the expiration of the validity period of replacement service and discounted repair service After the expiration of the official warranty period in Europe and U.K	After the expiration of the validity period of replacement service and discounted repair service
	Validity period	12 months	12 months

Extended Warranty Service	Effective date	/	After the expiration of the official warranty period
	Expiration date	/	Invalid at the same time as the replacement service and discounted repair service

2.2. Coverage Areas

Replacement, Exclusive Repair Discounts, Extended Warranty Service, and Factory Maintenance offered by DJI for you hereunder are available in the following covered areas:

- If DJI products specified in these terms are not entitled to the international warranty service¹, other services will be only available in countries or regions selected at the time of purchase of DJI Care Refresh.
- If DJI products specified in these terms are provided with the international warranty service, for the supported products which purchased from DJI official stores or any other authorized channels with a valid proof of purchase, you can apply the service at any of the global DJI official or authorized repair centers who could provide DJI Care Refresh services once they confirmed your claim had met the replacement requirements. The determination rules and the terms of service are subject to the country or region where you request DJI Care Refresh.

2.3. Number of Service

Service Details	1-Year Plan	2-Year Plan
Replacement Service	2 times, of which the application for flyaway replacement is limited to 1 time	3 times, of which the application for flyaway replacement is limited to 2 times
Exclusive Repair Discounts	2 times	3 times
Extended Warranty Service	/	Unlimited number of times if within the service scope
Factory Maintenance	1 time	2 times

One replacement time is deducted after a replacement is used. The replacement will automatically bind to the DJI Care Refresh service of the original product and uses the warranty period of the original product. You can [click here](#) to check the number of available replacements.

2.4. Service Scope

2.4.1. Scenarios within the service scope

¹ DJI Care Refresh provides international coverage to DJI Action 2, DJI OM Series, DJI RS Series, DJI RSC Series and DJI Pocket 2.

The following is the scope of coverage for DJI Care Refresh. Any expenses incurred outside the scope of coverage will be handled at your own expense.

- 1) **Replacement Service** covers the main component of the product damaged or lost during the normal use or due to accidents, and components are defined below:
 - For the DJI AIR 2S, DJI FPV, DJI Mini series, Mavic series and the Spark series: aircraft × 1, gimbal × 1, camera × 1, propellers (pair) × 2, and battery × 1.
 - For the DJI OM Series, DJI Pocket 2 and Osmo series: camera × 1 and battery.
 - For the DJI Action 2 Dual-Screen Combo: Camera Unit ×1 ,Front Touchscreen Module×1;Power Combo: Camera Unit ×1 ,Power Module×1.
 - For the DJI RS2, DJI RSC2 and Ronin series: gimbal × 1 and grip × 1.
 - For the Phantom series: aircraft × 1, gimbal × 1, camera × 1 and propellers (pair) × 2.
 - For the Inspire 2: aircraft × 1 and propellers (pair) × 2.
 - For the Zenmuse series: gimbal × 1 and camera × 1.

- 2) **Exclusive Repair Discounts** covers the damage or loss of the product and structural parts sent back together, which occurs during the normal use or due to accidents. The main components are defined below: Aircraft × 1, gimbal and camera × 1, propeller (pair) × 2, and battery × 1

- 3) **Extended Warranty Service²** covers the following components for performance failure due to non-user reasons:
 - For the DJI AIR 2S, DJI FPV, DJI Mini series, Mavic series, Spark series and Phantom series: gimbal, camera, main controller, motor, ESC and vision system.
 - For the DJI Pocket 2 and Osmo Action: camera.
 - For the DJI Action 2 Dual-Screen Combo: Camera Unit,Front Touchscreen Module;Power Combo: Camera Unit ,Power Module.
 - For the Osmo Pocket, Osmo +, and Osmo: gimbal, camera and handle.
 - For the DJI OM Series and Osmo Mobile series: mobile phone holder, gimbal, buttons and handle.
 - For the DJI RS2, DJI RSC2 and Ronin series: gimbal and grip.
 - For the Inspire 2 aircraft: main controller, motor, ESC and vision system.
 - For the Zenmuse series: gimbal and camera (including lens).

- 4) **Factory Maintenance** offer factory maintenance covering basic inspections, upgrades, calibrations, cleaning, and easily-worn part replacement to keep your product in excellent condition, including aircraft × 1, gimbal and camera × 1, propellers (pair) × 2, battery × 1, and remote controller × 1. Easily Worn Parts are defined below:

DJI Mavic 3 and Mavic 3 Cine: Propellers, gimbal rubber pad, Lens Protector, and windshield baffle

²It also applies to extended warranty service provided by Rewards for Safe Flight.

2.4.2. Exclusions

The losses, expenses, and liabilities listed below are not covered by all services:

- 1) The part is not covered by the service.
- 2) Damage to a non-DJI product.
- 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 replacement service have been stolen, looted, or discarded.
- 5) Damage to components caused by unauthorized repair or replacement.
- 6) Damage to product caused by deliberate actions.
- 7) Damage to the DJI product caused by installation, usage, or operation not in accordance with the user manual's recommendations.
- 8) Damage to the DJI product caused by using the product to engage in illegal activities.
- 9) Direct or indirect loss caused by natural disaster, war, military action, riot, coup, terrorist activities, etc.
- 10) Damage to the DJI product caused by nuclear radiation, nuclear explosion, nuclear pollution and other radioactive pollution.
- 11) Technical enhancements or performance improvements for DJI product provided at an extra fee.
- 12) Indirect loss and/or anticipated profit in any form.
- 13) Any litigation, arbitration and/or any other legal fees relating to replacement service.

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

- 1) When using the product accidental damage service, some or all of the DJI product's parts that are covered by the replacement service are lost.
- 2) Flyaway occurs after the account binding or remote controller binding is not enabled.
- 3) Personal injury and/or property loss to the customer or any other people caused by the DJI product.

The losses, expenses and liabilities listed below are not covered by the exclusive repair discounts and factory maintenance:

- 1) Some or all of the DJI product's parts that are covered by the replacement service are lost.

- 2) Personal injury and/or property loss to the customer or any other people caused by the DJI product.

The losses, expenses and liabilities listed below are not covered by the extended warranty service:

- 1) Some or all of the DJI product parts that are covered by the extended warranty service are lost.
- 2) Personal injury and/or property loss to the customer or any other people caused by the DJI product.
- 3) Damage to the DJI product that is not caused by quality issues.
- 4) Damage to the DJI product caused by flights in unsuitable conditions (including but not limited to meteorological and hydrological environment), or operation not in accordance with the user manual's recommendations.
- 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 user manual's recommendations.
- 7) Damage to the DJI product resulting from using a defective battery.
- 8) Natural wear or damages on component surface, shell or rack that did not influence DJI product's performance.

2.5. Service Fees

2.5.1. Request a service from DJI

Please refer to the table below for details of service fees incurred within the service scope. Service fees incurred before the service is requested due to reasons attributable to you or beyond the validity period will not be refunded.

Service Details	Material costs	Labor costs	Logistics fees ³
Replacement Service	You need to pay the replacement fee, which will be specifically deducted depending on the number of accidents and the type of accidents.	Borne by DJI	Borne by DJI

³ The two-way shipping fee incurred in the country or region in which you apply for the above services will be borne by DJI. If you need to send your product back internationally or across regions, you must first obtain the consent of DJI, and any tariffs and customs clearance, shipping, and other fees shall be borne by you. DJI has the right to refuse to provide this service if any of the above criteria is not met.

⁴ It also applies to extended warranty service provided by Rewards for Safe Flight.

⁵ If the component is damaged that is not covered by Easily Worn Parts Replacement, material fee and labor fee involved shall be borne by you personally or by using other services.

Exclusive Repair Discounts	Provide you with corresponding discounts within the limited repair quota	Discounts within the limited repair quota	Borne by DJI
Extended Warranty Service ⁴	Borne by DJI	Borne by DJI	Borne by DJI
Factory Maintenance ⁵	Borne by DJI	Borne by DJI	Borne by DJI

2.5.2. Request services from a third-party service provider

Except certain regional policies, DJI has not authorized any third-party service provider to provide DJI Care Refresh service. 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 validity period and any subsequent possible losses.

3. Service Process

3.1. Preparation

- 1) Before applying for DJI Care Refresh 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 product's remote controller binding function is disabled. If the remote controller binding function is not disabled or cannot be turned off, DJI will have to change or unbind the remote controller of the product during the service. When you receive the repaired product or replacement unit, please promptly connect the app to check the remote controller binding status, and to bind the remote controller again or change the bound remote controller 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 Product Accidental Damage

If DJI products specified in these terms malfunction or are damaged, please log in to [DJI Repair Services Center](#) to submit your service request. DJI offers the following types of service worldwide, whose availability is subject to your country or region.

3.2.1. Online Repair Request

- 1) Register your case: Please select “Repair” for the type of service at the time of registration. By selecting Online Repair Request, you need to send in the damaged product to the official DJI Service Center. Once the service center confirms the accident, you may choose whether or not to use DJI Care Refresh and select the applicable service type.

Accident Information	Applicable Service Type
Within the service scope of the official warranty, and still within the official warranty period	DJI will provide free repair for products within the warranty period. Extended Warranty Service will be automatically applied during the service process to extend the warranty for your products. You may also choose to use a product accidental damage replacement or exclusive repair discounts service.
Out of the service scope of the official warranty, or out of the official warranty period	Product accident replacement or exclusive repair discounts service

- 2) Send back the product: Please send back the corresponding parts within 7 calendar days after an Online Service Request is submitted. To use product accidental damage replacement or exclusive repair discounts service, please send back the corresponding parts based on the covered part list.

- If you are unable to send back the damaged product components corresponding to the components covered by the replacement service, you will be required to pay additional material costs for the missing components, otherwise the product accidental damage replacement service will not be available.
- If you are unable to send back the damaged product components corresponding to the components covered by the exclusive repair discounts service, you will not be able to apply the product's repair discount to the components not provided.

- 3) Detect the accident situation: DJI Service Center will detect the situation about the damage to your products.

- 4) Pay service fees: Pay for all services after confirming whether or not to use DJI Care Refresh and the type of service used.
- 5) Perform services: DJI will perform services accordingly for you when the service fees are paid. Your original products will be taken back as the proof of service performance.
- 6) Sign for the products: DJI will send out the replaced products or repaired products when the service is completed. The product⁷ supplied by DJI will be automatically bound to DJI Care Refresh of your original product, and the validity period of each service and the official warranty period of the original product will be inherited.

3.2.2. DJI Care Express

- 1) Register the case and pay service fees: **By selecting DJI Care Express, you choose to use the product accidental damage replacement service**, and agree that DJI will not conduct data analysis for your damaged products during the replacement service and will retrieve your original products as the proof of the replacement service. You need to pay the replacement service fee in advance to submit the case.
- 2) Send back the product: Please send back all the damaged product components corresponding to the components covered by the replacement service within 3 working days after submitting the case. If you are unable to provide the entire components required for the replacement service, you will be required to pay additional material costs for the missing components, otherwise the product accidental damage replacement service will not be available.
- 3) Sign for the products: DJI will send you a brand-new or equivalent to brand-new products in performance and reliability immediately upon receiving your damaged product. The replacement product will be automatically bound to DJI Care Refresh of your original product, and the validity period of each service and the official warranty period of the original product will be inherited.

3.3. Service Process for Flyaway

Online Repair Request

- 1) Register your case: Please select “Flyaway” 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) Detect the accident situation: You can choose whether or not to use DJI Care Refresh 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	DJI will provide you with free well-performing products within the warranty period.

	Extended Warranty Service will be automatically applied during the service process to extend the warranty for your products. You can also choose to use the flyaway replacement service.
Out of the service scope of the official warranty, or out of the official warranty period	Flyaway replacement service.

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

- You may not use the flyaway replacement 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 as a certificate of the replacement service and the DJI Care Flyaway Aircraft Report cannot be cancelled. If you obtain the aircraft again, please send it back to DJI.

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

5) **Sign for the products:** DJI will send out a replacement product after you pay for the service. The product⁸ supplied by DJI will be automatically bound to DJI Care Refresh of your original product, and the validity period of each service and the official warranty period of the original product will be inherited.

3.4. Factory Maintenance process

- 1) **Register your case:** Please select "Maintenance" for the type of service at the time of registration.
- 2) **Send back the product:** Please send the product and the remote controller used together back to DJI's official service center. If there is damage outside of the scope of coverage, you will need to determine whether to turn to the service process for product accidental damage replacement.
- 3) **Confirm the use of maintenance rights and interests:** If the factory maintenance is applicable to your product, the service center will provide you with services accordingly.
- 4) **Sign for the products:** DJI will send your product back when maintenance is completed.

3.5. Rewards for Safe Flight

If your product has not used replacement service and discount repair service Exclusive Repair Discounts during the term of validity, an additional 1-year extended warranty service will be automatically provided for your product after the current DJI Care Refresh expires.

4. Termination of Service

DJI has the right to refuse to provide services under the following situations:

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

DJI has fully fulfilled the obligations of DJI Care Refresh 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) Its user has initiatively requested to exit DJI Care Refresh, and the request has been confirmed by DJI.

5. Return and Transfer of DJI Care Refresh

If your DJI product is returned according to [DJI's return policy](#), you can also apply to return your DJI Care Refresh.

If your DJI product has not been returned, or one or more services o under DJI Care Refresh has been used, then you cannot return DJI Care Refresh.

DJI Care Refresh cannot be transferred after purchase.