

DJI Care Pro Terms of Service

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 agree to the Terms of Service.
2. To ensure you can enjoy the services properly, DJI Care Pro and the corresponding DJI product must be purchased from the same country or region.
3. 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.
4. 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.
5. Before applying for DJI Care Pro services, please go to the [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.
6. Before applying for DJI Care Pro services, 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 memory 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.
7. DJI may change or unbind the product's remote-control device (remote controller) during the services. When you receive the repaired product or replacement unit, please promptly connect the app to check the remote-control device binding status and bind a 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 settings of the associated account directly affect the control and use 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.

1. Introduction to Services

All DJI Care Pro services are provided by SZ DJI Technology Co., Ltd. or its designated affiliates (hereinafter referred to as “DJI”).

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. For the services presented in the following terms, if “Supported Product” is not marked, the service is applicable to designated DJI products that DJI Care Pro can be purchased. If “Supported Product” is marked, the service only applies to the listed models.

Please refer to the Service Agreement sent to you after the successful binding of the service plan for the effective and expiration dates of DJI Care Pro. The validity period for DJI Care Pro (1-Year Plan) and DJI Care Pro (2-Year Plan) is 12 months and 24 months, and the validity period of the various service benefits included in DJI Care Pro is consistent with the validity period of DJI Care Pro.

1.1 Official Warranty

If any performance failure not attributable to user errors has occurred to any DJI product specified in the Service Agreement, the material and labor costs incurred shall be borne by DJI¹, provided that the product is returned to DJI or an official DJI authorized service center within the validity period of DJI Care Pro.

You can apply for the repair service through the [Request Repair Service Online](#) page.

1.2 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.

Coverage amount will be deducted based on the fee incurred for each repair. If your remaining coverage amount is not enough to pay the corresponding repair fee, you will be required to make up the price difference for the repair service. Click [here](#) to view the detailed coverage limit.

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

¹ If you choose to use the Flyaway Coverage service, DJI will provide a replacement product of the same model as yours, and the replacement product is brand-new or equivalent to brand-new product in performance and reliability.

² If you choose to use the Flyaway Coverage service, DJI will provide a replacement product of the same model as yours, and the replacement product is brand-new or equivalent to brand-new product in performance and reliability.

1.3 Flyaway Coverage

If DJI products specified in the Service Agreement are flown away due to accidents within the validity period, you may obtain a well-functioning product² from DJI after going through the flyaway service procedure.

Service Details	1-Year Plan	2-Year Plan
Number of Replacements	1	2
Replacement Fee	To use the Flyaway Coverage service, you will need to pay a replacement fee. Please click here to see the replacement fee.	
Supported Product	DJI Inspire 3	

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. You can check the remaining service times on [Check My Service Plan](#) page.

If DJI Care Pro purchased includes Flyaway Coverage service, to make sure that your aircraft can enjoy the Flyaway service, please enter [Device Management] in the app to bind your DJI account with the aircraft and remote-control device (remote controller) as soon as possible. For the aircraft that is not associated or bound or either association or binding is cancelled once done, you will not be able to apply for the Flyaway Coverage service if a flyaway incident occurs.

If you decide to use the Flyaway Coverage service, a DJI Care Flyaway Aircraft Report should be produced and accident flight records need to be provided. You may not use the Flyaway Coverage service if you are unable to provide the accident flight records 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 replacement 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 replacement fee, the ownership of your original aircraft 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.

You can apply for this service through the [Flyaway Service](#) page.

1.4 Battery Replacement

Within the service period of DJI Care Pro, for any damage to the battery in the product package during normal operation, free battery replacement will be 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, and

the inspection result shows that the battery is damaged and belongs to the battery included in the product package.

Service Details	1-Year Plan	2-Year Plan
Number of Services	Two batteries	Four batteries
Supported Product	DJI Inspire 3	

One replacement is deducted after a replacement is used. If your remaining number of batteries for replacement is insufficient, you will be required to pay the fee for the battery in order to enjoy the battery replacement service.

You can apply for the Battery Replacement service through the [Request Repair Service Online](#) page. 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.

1.5 Factory Maintenance

DJI offers maintenance covering basic inspections, upgrades, calibrations, deep cleaning, and easily-worn part³ replacement for products specified in the Service Agreement within the scope of coverage. The number of the Factory Maintenance service for DJI Care Pro (1-Year Plan) is one, and the number of the Factory Maintenance service for DJI Care Pro (2-Year Plan) is two.

You can apply for the service through the [Maintenance Service](#) page.

1.6 International Warranty Service

The **Unlimited Number of Free Repairs, Factory Maintenance, and Official Warranty** in the Service Agreement offered by DJI for you hereunder (hereinafter “other services”) are available in the following covered areas:

If DJI products specified in the Service Agreement 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 DJI Support confirms that the product fault falls within the scope of service. 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 the Service Agreement are not entitled to the International Warranty Service, services will be only available in countries or regions selected at the time of purchase of DJI Care Pro.

* Products supported by International Warranty Service: DJI Ronin 4D Series.

2. Service Scope

2.1 Scenarios Within the Service Scope

The following is the scope of coverage for DJI Care Pro. Any expenses incurred outside the scope of 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 the whole product and components are 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, DJI RC Plus, 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 product package during normal operation.

- Supported Product: DJI Inspire 3

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

- DJI 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 full set of products, including basic inspections, upgrades, calibrations, cleaning, and easily-worn part replacement. For the definitions of “the whole set of products,” “easily-worn parts,” etc., please see the [Maintenance Service List](#).

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

- DJI Inspire 3: Inspire 3 aircraft, Zenmuse X9-8K Air gimbal camera, and DJI RC Plus.

2.2 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;
- 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) Service 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 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 disasters, 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 relevant expense related to each service liability.

The following losses, expenses and liabilities are also not covered by the Official 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 does not affect use.
- 9) Other situations not covered by the free warranty service are listed in DJI's after-sales service policies.

3. Termination of Service

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

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

4. Return and Transfer DJI Care Pro

If your DJI product is returned in accordance with [DJI Official Return Policy](#), you may apply to return 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.