

# DJI Care Refresh Terms of Service

**Thank you for purchasing DJI Care Refresh. Please note 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 [Device Management] in the app to bind your DJI account with the aircraft and remote-control device (remote controller or goggles) as soon as possible. The Flyaway Replacement service cannot be used if the flyaway aircraft was not bound with the account and remote-control device, or if either is unbound before a flyaway.
4. A single DJI product can only bind to DJI Care Refresh once. After using a service provided by DJI Care Refresh, if the product's serial number changes, the provided replacement unit will automatically bind to the original DJI Care Refresh, and the original service and warranty period will continue. Once this occurs, the original unit will no longer have a DJI Care Refresh Plan. Do not re-purchase DJI Care Refresh for the replacement unit.
5. A product's serial number is essential for using DJI Care Refresh. Please keep the information private. 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 definitions, please see the Terms of Service section for details.

**DJI Care Refresh services may differ depending on the product. Please refer to a product's page description when purchasing DJI Care Refresh.**

### 1.1. Accidental Damage and Flyaway Replacement Services

The Accidental Damage and Flyaway Replacement services (hereinafter referred to as "replacement services") provided by DJI provide replacement services to products specified in the Service Agreement. If damage or flyaway issues occur under normal use or due to an accident, the registered product can be replaced by using the replacement service.

### 1.2. Exclusive Repair Discounts

If the registered products or accessories are damaged under normal use or due to an accident, both the product and the accessories sent for repair are entitled to exclusive discounts within a limited repair quota.

**1.3. Extended Warranty Period**

Hereinafter referred to as "Extended Warranty service." Within the scope of coverage, if the registered product malfunctions due to a non-user error and is sent to DJI or an authorized repair center 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 parts replacement for covered products or components specified in the Service Agreement.

**1.5. Rewards for Safe Flight**

If the product specified in the Service Agreement has not used a Replacement service or 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 validity period of current Replacement and Discounted Repair services expire. After the official warranty period in Europe and the UK expire.	After the validity period of Replacement and Discounted repair services expire.
	Validity Period	12 Months	12 Months

Extended Warranty Service	Effective Date	/	After the official warranty period expires.
	Expiration Date	/	Invalid at the same time as the Replacement and Discounted Repair services.

## 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 the DJI products specified in the DJI Care Refresh Terms of Service are not entitled to the International Warranty service<sup>1</sup>, services will only be available in countries or regions selected at the time of purchasing DJI Care Refresh.
- If DJI products specified in these terms are provided with an International Warranty service for covered products purchased from DJI official stores or any other authorized channels with valid proof of purchase, you can apply the service at any of the global DJI official or authorized repair centers. These centers can provide DJI Care Refresh services once they confirm your claim meets 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. Quantity of Services

Service Details	1-Year Plan	2-Year Plan
Replacement Services	2x, of which the application for Flyaway Replacement is limited to 1x	3x, of which the application for Flyaway Replacement is limited to 2x
Exclusive Repair Discounts	2x	3x
Extended Warranty	/	Unlimited, if within the service scope
Factory Maintenance	1x	2x

One replacement 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

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<sup>1</sup> DJI Care Refresh provides international coverage for Osmo Mobile series, Osmo Action 3, DJI Action 2, DJI OM series, DJI RS series, DJI RSC series, and DJI Pocket 2.

#### 2.4.1. Scenarios Within the Service Scope

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 normal use or due to accidents, and components are defined below:

- For the DJI Avata, DJI Air 2S, DJI FPV, DJI Mini series, DJI Mavic series, and the DJI Spark series: aircraft × 1, gimbal × 1, camera × 1, propellers (pair) × 2, and battery × 1.
- For the Osmo Mobile series: gimbal × 1, Magnetic Phone Clamp × 1, Grip Tripod × 1 and built-in battery × 1.
- For the DJI OM series, DJI Pocket 2, and DJI Osmo series: camera × 1 and battery × 1.
- 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 RS 2, DJI RSC 2, and DJI Ronin series: gimbal × 1 and grip × 1.
- For the DJI RS 3: Gimbal × 1, BG21 Grip × 1, USB-C Charging Cable (40 cm) × 1, Lens-Fastening Support × 1, Extended Grip/Tripod (Plastic) × 1, Quick-Release Plate (Arca-Swiss/Manfrotto) × 1, Multi-Camera Control Cable (USB-C, 30 cm) × 1 and Screw Kit × 1.
- For the DJI RS 3 Pro: Gimbal × 1, BG30 Grip × 1, USB-C Charging Cable (40 cm) × 1, Lens-Fastening Support (Extended) × 1, Extended Grip/Tripod (Metal) × 1, Quick-Release Plate (Arca-Swiss/Manfrotto) × 1, Briefcase Handle × 1, Multi-Camera Control Cable (USB-C, 30 cm) × 1, Screw Kit × 1 and Carrying Case × 1.
- For the DJI Phantom series: aircraft × 1, gimbal × 1, camera × 1, and propellers (pair) × 2.
- For the DJI Inspire 2: aircraft × 1 and propellers (pair) × 2.
- For the DJI Zenmuse series: gimbal × 1 and camera × 1.

2) **Exclusive Repair Discounts** cover the damage or loss of the product and structural parts sent back together, which occur during 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 Service**<sup>2</sup> covers the following components' failure due to non-user error:

- For the DJI Avata, DJI Air 2S, DJI FPV, DJI Mini series, DJI Mavic series, DJI Spark series, and DJI Phantom series: gimbal × 1, camera × 1, main controller × 1, motors, ESC, and vision system.
- Osmo Action 3: camera unit × 1, battery × 1.
- For the DJI Pocket 2 and DJI Osmo Action: camera unit × 1.
- 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 Osmo Mobile series: gimbal × 1 and built-in battery × 1.
- For the DJI Osmo Pocket, DJI Osmo +, and DJI Osmo: gimbal × 1: camera unit × 1, and handle.

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<sup>2</sup> Also applies to the Extended Warranty service provided by Rewards for Safe Flight.

- For the DJI OM series and DJI Osmo Mobile series: mobile phone holder × 1, gimbal × 1, buttons, and handle.
  - For the DJI RS 2, DJI RSC 2, DJI RS 3, DJI RS 3 Pro and DJI Ronin series: gimbal × 1 and grip × 1.
  - For the DJI Inspire 2 aircraft: main controller, motors, ESC, and vision system.
  - For the DJI Zenmuse series: gimbal × 1 and camera unit × 1 (including lens).
- 4) **Factory Maintenance** covers basic inspections, upgrades, calibrations, cleaning, and easily-worn part replacement to keep your product in excellent condition, including aircraft × 1, gimbal, camera × 1, propellers (pair) × 2, battery × 1, and remote controller × 1. Easily-worn parts are defined below:

DJI Mavic 3 and DJI Mavic 3 Cine: Propellers, gimbal rubber damper, lens protector, and windshield baffle

#### 2.4.2. Exclusions

**The losses, expenses, and liabilities listed below are not covered by any of the DJI Care Refresh services:**

- 1) The part is not covered by the service.
- 2) Damage to a non-DJI product.
- 3) Damage caused by using the DJI product 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 covered by the Replacement service have been stolen, looted, or discarded.
- 5) Damage to components caused by unauthorized repair or replacement.
- 6) Damage to the product caused by deliberate actions.
- 7) Damage to the product caused by installation, usage, or operation not in accordance with the recommended use, as outlined in the product's user manual.
- 8) Damage to the DJI product caused by using the product to engage in illegal activities.
- 9) Direct or indirect loss caused by a natural disaster, war, military action, riot, coup, terrorist activities, etc.
- 10) Damage to the product caused by nuclear radiation, nuclear explosion, nuclear pollution, or other radioactive pollution.
- 11) Technical enhancements or performance improvements for DJI products are 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 the replacement service.

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

- 1) When using the Accidental Damage service, some or all of the product components covered by the replacement service are lost.
- 2) Flyaway occurs when the account or remote-control device (remote controller or goggles) binding is not enabled. Personal injury and/or property loss to the customer or others caused by the 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 product's components that are covered by the replacement service are lost.
- 2) Personal injury and/or property loss to the customer or others, as a result of the product.

**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 or damages on component surface, shell, or landing gear that do not influence the 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 are beyond the validity period, will not be refunded.

Service Details	Material Costs	Labor Costs	Logistics Fees <sup>3</sup>
Replacement Service	A replacement fee is required, which will be specifically deducted depending on the number of accidents and the type of accidents.	Covered by DJI	Covered by DJI
Exclusive Repair Discounts	Provide you with corresponding discounts within the limited repair quota.	Discounts within the limited repair quota	Covered by DJI
Extended Warranty Service <sup>4</sup>	Covered by DJI	Covered by DJI	Covered by DJI
Factory Maintenance <sup>5</sup>	Covered by DJI	Covered by DJI	Covered 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 Refresh service. DJI will not provide refunds or compensation for any expense incurred due to a 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 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 that 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 mailing 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.

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<sup>3</sup> The two-way shipping fee incurred in the country or region the services are registered in will be covered by DJI. If you need to send your product back internationally or across regions, you must first obtain the consent of DJI. DJI is not liable for any tariffs, customs clearance, shipping, or other fees. DJI has the right to refuse this service if any of the above criteria is not met.

<sup>4</sup> Includes the Extended Warranty with the Rewards for Safe Flight.

<sup>5</sup> If the damaged component is not eligible for an easily-worn part replacement, DJI is not liable for material fees and labor fees from outside parties.

- 2) Before sending your product, please back up your personal information and delete all data installed or recorded on 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 or excluding 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 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 or goggles) 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 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 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; 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 during registration. By selecting Online Repair Request, you must send in the damaged product to the Official DJI Service Center. Once the service center assesses the damage, 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 an Accidental Damage replacement or an Exclusive Repair discount.
Out of the service scope of the official warranty or out of the official warranty period	Accidental Damage Replacement or Exclusive Repair Discounts service



2) Send back the product: Send back the corresponding components within seven calendar days after an Online Service Request is submitted. To use a product Accidental Damage Replacement or an Exclusive Repair Discounts service, make sure to send back the corresponding components based on the covered parts 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) Assess the accidental damage: the DJI Service Center will assess 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 once the service fees are paid. Your original products will be returned as proof of service.

6) Sign for the products: DJI will send out the replacement unit or repaired products when the service is completed. Replacement units <sup>6</sup> supplied by DJI will be automatically bound to the 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 Accidental Damage Replacement service** and agree that DJI will not access your damaged products during the service and will retain your original products as proof of replacement. You must pay the replacement service fee in advance to submit the case.

2) Send back the product: Please send back all of the damaged product components corresponding to the components covered by the replacement service within three working days after submitting the case. If you are unable to provide all of the components required for the replacement service, you will be required to pay additional material costs for the missing components; otherwise, the Accidental Damage Replacement service will not be available.

3) Sign for the products: DJI will send you brand-new or equivalent to brand-new products immediately upon receiving your damaged product. The replacement unit will be automatically bound to the DJI Care Refresh of your original product. The validity period of each service and the official warranty period of the original product will be inherited.

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<sup>6</sup> If you choose to use the replacement service, DJI will provide a replacement unit of the same model, or a replacement unit with the same performance and reliability as a new product.

### 3.3. Service Process for Flyaway

#### Online Repair Request

- 1) Register your case: 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) Assess the type of accidental damage: You can choose whether or not to use DJI Care Refresh and the applicable service type after the DJI Service Center has accessed the damage:

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 a free replacement unit within the warranty period. Extended Warranty service will be automatically applied during the service process to extend the warranty of your product. 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 canceled. 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 you would like to use DJI Care Refresh and applicable services.
- 5) Sign for the products: DJI will send out a replacement unit after you pay for the service. Units <sup>7</sup> supplied by DJI will be automatically bound to the 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.

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<sup>7</sup> If you choose to use the Flyaway service, DJI will provide a replacement product of the same model as yours, or a replacement product with the same performance and reliability as a completely new product.

### **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 its remote controller back to DJI’s Official Service Center. If there is damage outside of the scope of coverage, you will need to determine whether you want to use the Accidental Damage Replacement service.
- 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 a Replacement service or 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 in 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 outside of the coverage area.
- 4) The date when you apply for the services is not within the validity period of the service.
- 5) Failure to apply for the service in accordance with the service process.

**In the case that DJI has fully fulfilled the obligations of the DJI Care Refresh service, the service will be terminated under one of the following circumstances:**

- 1) The coverage period agreed for each service has expired;
- 2) The applicable service quota has been reached;
- 3) The user has requested to exit DJI Care Refresh, and the request has been confirmed by DJI.

## **5. Returns or Transfers of DJI Care Refresh**

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

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

DJI Care Refresh cannot be transferred after purchase.