

DJI Care Refresh + Terms of Service

Thank you for choosing DJI Care Refresh +. Please note the following terms:

1. By purchasing DJI Care Refresh +, you acknowledge that you have read, understood, and agreed to these terms.
2. DJI Care Refresh + is only bound to the DJI products you purchased from DJI official or authorized channels. 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 unbound 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.

I. Product Accidental Damage and Flyaway Replacement Services

Product Accidental Damage and Flyaway Replacement Services (hereinafter referred to as “replacement service”) is provided by SZ DJI Technology Co., Ltd. or its designated affiliated companies (hereinafter referred to as “DJI”). DJI 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.

*Products supporting the Flyaway Replacement Service: DJI ARI 2S, Mavic Air 2, DJI Mini 2 and DJI Mini SE

1. Clauses

1.1 Validity Period

The validity period of the replacement service provided by DJI Care Refresh + is 12 months and starts from the date when DJI Care Refresh (1-Year Plan) expires. The replacement service cannot be used in advance.

1.2 Coverage Area

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

For other products, the replacement service is only eligible in the region where DJI Care Refresh + service plan was purchased.

1.3 Number of Service

The replacement service provided by DJI Care Refresh + offers up to 1 replacement within the period of validity. 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.

1.4 Coverage Parts

1) Covered Parts List

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 RS 2, DJI RSC 2 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) If you apply for the replacement service for accidental damage to your product, please send back the DJI product parts mentioned in the covered parts list above [see the annotation below]. Then, DJI will provide you with the corresponding replacement products. If you apply for the flyaway replacement service, there is no need to send back any parts. DJI will provide you with the corresponding replacement products after completing the replacement service process.

3) The replacement units are new or equivalent to new in performance and reliability as the same model of your original DJI product.

4) Parts not mentioned in the covered parts list are not covered by the replacement service, so there is no need to send them back.

Note:

· If your battery is functioning normally, you can choose whether or not to send it back: If the battery is sent back,

DJI will provide you with a battery as part of this accidental damage replacement service; if the battery is not sent back, a replacement battery will not be provided.

· If your battery cannot be shipped out or is rejected by the courier due to severe damage, please contact DJI to provide proof of damaged battery in form of photos or videos, a replacement battery will be provided after photo/video verification.

1.5 Service Type

If damage occurs to your product and the damaged parts mentioned in the covered parts list can be provided, the accidental damage replacement service can be used. If the damaged parts mentioned in the covered parts list cannot be provided, then you need to pay the material fee of the missing parts. Otherwise, you will not be able to use the accidental damage replacement service.

If a flyaway issue occurs, please use the flyaway replacement service. If you cannot finish the application following the service process, you will not be able to use the flyaway replacement service.

1.6 Service Fee

1) Replacement fee: An additional replacement fee needs to be paid when using the replacement service. The replacement fee depends on the type of accident and the number of accidents which have previously taken place. Please click [here](#) to see the replacement fee for each product.

2) Shipping Fee and Other Fees

The two-way shipping fees incurred in the local repair center in the country or region where you apply for the service are covered by DJI. If you want to send back products across countries or regions, you must obtain DJI's consent in advance, and the tariffs, customs clearance, shipping, and other costs incurred will be borne by you. If the above conditions are not met, DJI has the right to refuse to provide the replacement service.

Please do not send back parts or products which are not covered by the service, such as the remote controller, extra batteries, DJI accessories or third-party accessories. You shall pay for the fees generated by sending back the parts mentioned above.

Damage or an accident to the product within the service coverage that occurs before the service takes effect is not covered by DJI Care Refresh +. Service fees incurred before the service takes effect will not be refunded.

2. Service Process

When the DJI product specified in these clauses is damaged or flies away, please perform the following actions to obtain replacement services:

2.1 Preparation

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. Otherwise it will result in being unable to be used for flyaway replacement service in the near future. If you need to remove the bound account, please bind the account again promptly.

2.2 Register the case

1) Go to DJI Service Center

If you choose Online service, a replacement service or after-sales paid service can be used after DJI has confirmed the product accident situation.

If you choose Express service, it indicates that you choose to use the replacement service and pay the replacement fee. DJI will ship out your replacement immediately upon receiving your damaged product.

Note:

- The availability of Express service might vary by country or region. Please contact DJI Support to check if the service is available in your region.
- Flyaway issues are not supported by Express service. Please choose the Online service or Swift Service.

2) If there is a DJI flagship store Swift Service Center (SSC) in your city, you can record your case and make an appointment on DJI Swift Service Booking page, and then you can go to the designated SSC at the appointed time for the replacement service or after-sales paid service.

2.3 Send items back

1) Damage

Please send back the corresponding parts based on the covered part list. DJI has the right to ask you to send back the corresponding parts or refuse your replacement request if you do not send back the corresponding parts following the requirements listed above. Please send back the corresponding parts within 7 calendar days after an Online Service Request is submitted, and within 3 calendar days after Express service is submitted.

2) Flyaway

There is no need to send back any parts.

2.4 Pay service fee

1) Damage

After DJI inspects the product's damage, if you have confirmed to use the accidental damage replacement service, a corresponding service fee will be charged. Data analysis will not be performed on your damaged product during the replacement service process and the ownership of your original product will be transferred to DJI as a certificate of the replacement service.

2) Flyaway

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. Data analysis will not be performed during the replacement service process.

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.

2.5 Receive your product

After the operations mentioned above are complete, DJI will provide you with the replacement product. The replacement product will automatically bind to the original product's DJI Care Refresh +, and the original service and warranty period continues.

3. Exclusions

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

- 1) The part is not covered by the replacement 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) 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.
- 5) Some or all of the DJI product's parts that are covered by the replacement service have been stolen, looted, or discarded.
- 6) Damage to accessories and/or the gimbal caused by unauthorized repair.
- 7) Flyaway occurs after the account binding or remote controller binding is not enabled.
- 8) Damage to the DJI product caused by installation, usage, or operation not in accordance with the user manual's recommendations.
- 9) Damage to the DJI product caused by using the product to engage in illegal activities.
- 10) Direct or indirect loss caused by natural disaster, war, military action, riot, coup, terrorist activities, etc.
- 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) Personal injury and/or property loss to the customer or any other people caused by the DJI product.
- 14) Any litigation, arbitration and/or any other legal fees relating to replacement service.

4. Termination of Replacement Service

4.1 DJI has fully fulfilled the obligations of DJI Care Refresh + replacement service, and the replacement service will be terminated under one of the following circumstances:

- 1) The agreed replacement service validity period has been reached.
- 2) The replacement times have been used up.
- 3) The customer voluntarily applies to withdraw from DJI Care Refresh + and it has been confirmed by DJI.

4.2 DJI has the right to refuse to provide or terminate the replacement service 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 replacement is not within the period of validity of your replacement service.
- 5) Failure to apply for the replacement service in accordance with the service process.

II. Extended Warranty Service

Extended warranty service is provided by SZ DJI Technology Co., Ltd. or its designated affiliated companies (hereinafter referred to as "DJI"). 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.

Note:

DJI Care Refresh + in EU countries, Norway, Switzerland and United Kingdom does not provide extended warranty service.

1. Clauses

1.1 Validity Period

The validity period of the extended warranty service provided by DJI Care Refresh + is 12 months and starts from the date when DJI Care Refresh (1-Year Plan) expires. The extended warranty service cannot be used in advance.

1.2 Coverage Area

DJI Care Refresh + provides international coverage to DJI OM Series, DJI RS 2, DJI RSC 2 and DJI Pocket 2. 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 extended warranty service at any of the global DJI official or authorised repair centers who could provide DJI Care Refresh + services once they confirmed your claim had met the extended warranty requirements. The warranty period depends on the country or region where the product was

purchased. The determination rules are based on the country or region where you apply for the DJI Care Refresh + service.

For other products, the extended warranty service is only eligible in the region where DJI Care Refresh service plan was purchased.

1.3 Number of Service

The extended warranty service can be applied when the product has a performance failure due to a non-user error within the period of validity.

1.4 Coverage Parts

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 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 RS 2, DJI RSC 2 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).

1.5 Service Fee

Within the scope of coverage, the repair fees and labor costs will be covered by DJI.

If damage to the DJI product is not covered by DJI Care Refresh +'s extended warranty service, then the customer or other relevant warranty service that is purchased by the customer will pay for the corresponding fee. You can visit the DJI after-sales Policy page to check the component warranty period.

Damage or an accident to the product within the service coverage that occurs before the service takes effect is not covered by DJI Care Refresh +. Service fees incurred before the service takes effect will not be refunded.

2. Service Process

When the DJI product specified in these clauses is damaged or flies away, please perform the following actions to obtain extended warranty services:

2.1 Preparation

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. Otherwise it will result in being unable to be used for flyaway replacement service in the near future. If you need to remove the bound account, please bind the account again promptly.

2.2 Register the case

1) Go to DJI Service Center

If Online service is chosen, a free repair service can be provided after DJI determines that the product damage is covered by the service.

If Express service is chosen, it indicates that you are choosing to use the replacement service instead of the extended warranty service. You need to send back the corresponding parts based on the accidental damage replacement service process, and one time of replacement will be deducted after the replacement service is used.

2) If there is a DJI flagship store Swift Service Center (SSC) in your city, you can record your case and make an appointment on DJI Swift Service Booking page, a free repair service can be provided within the scope of the service.

2.3 Send items back

Send back the defective products or parts within 7 calendar days after the case is submitted as required.

2.4 Assess the damage

A free repair service can be provided after DJI determines that the product damage is covered by the service.

2.5 Receive your product

DJI will provide you with a functioning product after the operations mentioned above are complete. The provided product will automatically bind to the original product's DJI Care Refresh +, and the original service and warranty period continues.

3. Exclusions

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

- 1) Damage to the DJI product that is not covered by the extended warranty 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 parts that are covered by the extended warranty service are lost.

- 5) Some or all of the DJI product parts that are covered by the extended warranty service have been stolen, looted, or discarded.
- 6) Damage to the DJI product that is not caused by quality issues.
- 7) 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.
- 8) Product damage caused by violation of drone airworthiness requirements.
- 9) Damage to the DJI product caused by installation, usage, or operation not in accordance with the user manual's recommendations.
- 10) Damage to accessories and/or the gimbal caused by unauthorized repair.
- 11) Damage to the DJI product caused by unauthorized actions, such as modification or dismantling.
- 12) Damage to the DJI product resulting from using a defective battery.
- 13) Natural wear or damages on component surface, shell or rack that did not influence DJI product's performance.
- 14) Direct or indirect loss caused by natural disaster, war, military action, riot, coup, terrorist activities, etc.
- 15) Indirect loss and/or anticipated profit in any form.
- 16) Technical enhancements or performance improvements for DJI product provided at an extra fee.
- 17) Personal injury and/or property loss to the customer or any other people caused by the DJI product.
- 18) Any litigation, arbitration and/or any other legal fees relating to extended warranty service.

4. Termination of Extended Warranty Service

4.1 DJI has fully fulfilled the obligations of DJI Care Refresh + extended warranty service, and the extended warranty service will be terminated under one of the following circumstances:

- 1) The agreed extended warranty service validity period has been reached.
- 2) The customer voluntarily applies to withdraw from DJI Care Refresh + and it has been confirmed by DJI.

4.2 DJI has the right to refuse to provide or terminate the extended warranty service 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 extended warranty service is not within the period of validity of your extended warranty service.
- 5) Failure to apply for the extended warranty service in accordance with the service process.

III. Return and Transfer of DJI Care Refresh +

If your DJI product is returned according to DJI's return policy, you can apply for returning DJI Care Refresh (1-Year Plan) and then apply for returning DJI Care Refresh + as well.

If your DJI product has not been returned, or the replacement service and extended warranty service under DJI Care Refresh + has been used, then you cannot return DJI Care Refresh +.

DJI Care Refresh + cannot be transferred after purchase.

IV. Personal Information Protection

1. Before applying for the replacement service, please go to the DJI after-sales Policy page and read the DJI Privacy Policy. Once you apply for replacement service, it is indicated that you have read, understood, and agreed to this Policy, and agree that your personal information and product information will be provided to DJI so that DJI can contact you, confirm your information, and offer the replacement service. Personal information includes but is not limited to name, phone number, email address, and address. Product information includes but is not limited to product model, product serial number, product setting data, flight operation data, flight geographic environment, and location information data.

2. Please back up the data and/or delete the data installed or recorded in your DJI product before shipping out the DJI product, including but not limited to photos and videos on the inboard memory, installed third-party software, and software packages and other files. If there is any such information that cannot be deleted, please modify the information to prevent others from obtaining or making it not constitute personal data as defined by applicable laws. If you do not delete it in advance, DJI will inevitably come into contact with such data during the provision of services, and may delete such data due to service provision. For returned products or repaired products, DJI is not responsible for any data lost or leaked.

3. Please do not send back the microSD card. If you need to send it back, please back up and/or delete the data in the microSD card in advance. If you do not delete it in advance, DJI will inevitably access the data in your microSD card during the service period. For returned products or products subject to warranty processing, DJI is not responsible for any lost or leaked data.