

## 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 the Terms of Service.
2. To ensure you can enjoy the services normally, DJI Care Refresh and the corresponding product must be purchased from the same country or region.
3. After using the services provided by DJI Care Refresh, if the serial number of the product changes, the product will automatically be bound to the DJI Care Refresh 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 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.
5. 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 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 Refresh services, please back up 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 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 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 controllers or goggles) 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 Refresh services are provided by SZ DJI Technology Co., Ltd. or its designated affiliated companies (hereinafter referred to as "DJI").

**DJI Care Refresh services may differ depending on the products. Please refer to a product's page description when purchasing DJI Care Refresh. 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 Refresh 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 Refresh. The validity period for DJI Care Refresh (1-Year Plan) and DJI Care Refresh (2-Year Plan) is 12 months and 24 months, and the validity period of the various service benefits included in DJI Care Refresh is consistent with the validity period of DJI Care Refresh.

### 1.1 Replacement Service<sup>1</sup>

If DJI products specified in the Service Agreement are damaged or flown away during normal use or due to accidents within the validity period, you may obtain a well-functioning product from DJI after going through the replacement service procedure.

| Service Details        | 1-Year Plan                                                                                                             | 2-Year Plan                          |
|------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| Number of Replacements | 2 (incl. 1 for Flyaway replacement)                                                                                     | 4 (incl. 2 for Flyaway replacements) |
| Replacement Fee        | Obtain a replacement product by paying a replacement fee. Please click <a href="#">here</a> to see the replacement fee. |                                      |

For services with a limited number of service times, one service time will be deducted after each use. DJI Care Refresh of the original product will be automatically bound to the aircraft when the service is completed. You can check the remaining service times on the [Check My Service Plan](#) page.

**As the Replacement service includes DJI Care Express, by selecting DJI Care Express, you choose to use the Replacement service, and agree that DJI will not conduct data analysis for your product during the replacement service and will retrieve your original product as the proof of the replacement service.**

You can apply for this service through the [DJI Care Express](#) page and pay the corresponding replacement fee.

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<sup>1</sup> If you choose to use the replacement 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.

If DJI Care Refresh purchased includes Accidental Damage Replacement service, please be sure to return all covered components when using the replacement service. If any or all of your covered components are lost, you will not be able to apply for the Accidental Damage Replacement service.

If DJI Care Refresh purchased includes Flyaway Replacement 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 or goggles) 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 Replacement service if the flyaway incident occurs.

**If you apply for the Flyaway Replacement Service, you need to submit a Flyaway Aircraft Report and provide the accident flight records.** If you are unable to provide the accident flight records or produce the Flyaway Aircraft Report, you cannot use the Flyaway Replacement Service. After the Flyaway Aircraft Report is produced, the use of the flyaway product will be restricted. **Upon payment of the Flyaway Service Fee, ownership of the flyaway aircraft will be transferred to DJI, and the submission of the Flyaway Aircraft Report cannot be cancelled.** If you retrieve the aircraft again, please return it to DJI for processing.

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

## 1.2 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 DJI<sup>2</sup>, provided that the product is returned to DJI or an official DJI authorized service center within the validity period of DJI Care Refresh.

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

## 1.3 Exclusive Repair Discounts

DJI products and accessories specified in these terms sent along for repair are entitled to exclusive discounts within a certain quota if they are damaged during the validity period under normal use or due to an accident. The repair amount is accumulated, and if it exceeds the limited repair quota or number of services, the Exclusive Repair Discounts cannot be used.

| Service Details    | 1-Year Plan | 2-Year Plan |
|--------------------|-------------|-------------|
| Number of Services | 2           | 3           |

<sup>2</sup> The fees of two-way shipping fee incurred in the country or region where you apply for the above service 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.

<sup>3</sup> In the event of any damage to components outside the coverage scope of easily-worn parts, the material and labor costs involved shall be borne by you personally or using other services.

|                   |                                  |
|-------------------|----------------------------------|
| Supported Product | DJI Mavic 3 and DJI Mavic 3 Cine |
|-------------------|----------------------------------|

If DJI Care Refresh purchased includes the Exclusive Repair Discounts service, please be sure to return all covered components when using the service. If any or all of your covered components are lost, you will not be able to apply for the Exclusive Repair Discounts service.

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

## 1.4 Factory Maintenance

DJI offers maintenance covering basic inspections, upgrades, calibrations, deep cleaning, and easily-worn part replacement for products specified in the Service Agreement within the validity period.

| Service Details    | 1-Year Plan                      | 2-Year Plan |
|--------------------|----------------------------------|-------------|
| Number of Services | 1                                | 2           |
| Supported Product  | DJI Mavic 3 and DJI Mavic 3 Cine |             |

If DJI Care Refresh purchased includes the Factory Maintenance service, please be sure to return all covered components when using the service. If any or all of your covered components are lost, you will not be able to apply for the Factory Maintenance service.

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

## 1.5 International Warranty Service

If DJI products specified in the Service Agreement are provided with International Warranty Service (please refer to the [FAQ](#) for supported models) from DJI official stores or any other authorized channels with valid proof of purchase, you can apply for services at any of the global DJI official service centers that provide DJI Care Refresh 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 apply for DJI Care Refresh. **The scope of coverage is detailed in Clause 2: Service Scope.**

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 Refresh.**

# 2. Service Scope

## 2.1 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 Services** cover the main components of the product damaged during normal use or due to accidents, and components are defined below:

- For DJI Flip Series, DJI Neo Series, DJI Avata Series, DJI Air Series, DJI FPV, DJI Mini Series, DJI Mavic Series, and Spark  
Series: aircraft, gimbal and camera, propellers and battery;
- For Osmo 360 : main body and battery;
- For Osmo Pocket 3: main body (include gimbal) and protective cover;
- For Osmo Mobile Series: gimbal, magnetic phone clamp, grip tripod and built-in battery;
- For Osmo Mobile 7P: gimbal, built-in battery, magnetic phone clamp, grip tripod and multifunctional module ;
- For DJI OM Series, DJI Pocket 2, and Osmo Series: main body (include gimbal) and battery;
- For DJI Action 2 Dual-Screen Combo: camera unit and front touchscreen module; For Power combo: camera unit and power module;
- For DJI RS 2, DJI RSC 2, and Ronin Series: gimbal and grip;
- For DJI RS 4 Mini, DJI RS 3 Mini: gimbal, quick-release plate, and tripod;
- For DJI RS 4, DJI RS 3: gimbal, BG21 grip, lens-fastening support, USB-C charging cable (40 cm); extended grip/tripod, quick-release plate, multi-camera control cable (USB-C, 30 cm), and screw kit;
- For DJI RS 4 Pro , DJI RS 3 Pro: gimbal, BG30 grip, USB-C charging cable (40 cm), lens-fastening support, extended grip/tripod (metal), quick release plate, briefcase handle, multi-camera control cable (USB-C, 30 cm), screw kit, and carrying case;
- For Phantom Series: aircraft, gimbal and camera, and propellers;
- For Inspire 2: aircraft and propellers;
- For Zenmuse Series: gimbal and camera;

Quantity of the above replacement components (if applicable): aircraft × 1, gimbal × 1, battery × 1, and propellers (pair) × 2

**\*Open-box batteries for aircraft and handheld devices are not covered by the replacement service.**

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

- For DJI Flip Series, DJI Neo Series, DJI Avata Series, DJI Air Series, DJI FPV, DJI Mini Series, DJI Mavic series, Spark Series, and Phantom

Series: main controller, gimbal and camera, vision positioning system module, and propulsion system (excluding the propellers);

- For Osmo 360 : camera unit and battery;
- For Osmo Action 3 , Osmo Action 4 and Action 5 Pro: camera unit and battery;
- For Osmo Pocket 3, DJI Pocket 2 and DJI Osmo Action: camera unit;
- For DJI Action 2 Dual-Screen Combo: camera unit and front touchscreen module; For Power combo: camera unit and power module;
- For Osmo Mobile Series: gimbal and built-in battery;
- For Osmo Pocket, Osmo +, and Osmo: gimbal and camera, and handle;
- For DJI OM Series: main body (include gimbal);
- For DJI RS 4, DJI RS 4 Pro, DJI RS 3 Mini, DJI RS 3, DJI RS 3 Pro, DJI RS 2, DJI RSC 2 and Ronin series: gimbal, gimbal motor, and grip (if applicable);
- For Inspire 2: aircraft (excluding gimbal and camera, battery); •For Zenmuse Series: gimbal and camera (including lens).

**4) Factory Maintenance** offers preventative repair for the full set of products, including basic inspections, upgrades, calibrations, cleaning, and easily-worn part replacement. The full set of products is defined below: 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 DJI Mavic 3 Cine: propellers, gimbal rubber damper, lens protector, and windshield baffle

## **2.2 Exclusions**

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

- 1) Any parts that are specified as not covered by the service;
- 2) Damage to non-DJI products;
- 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 that are covered by the service have been stolen, looted, or discarded;
- 5) Service requests not covered under the validity period of DJI Care Refresh;
- 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 service are lost;
- 2) Personal injury or property damage to the user or other personnel 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;
- 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 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 service is not within the validity period of the service.
- 5) Failure to apply for services in accordance with the service process.
- 6) After applying for DJI Care Express, the corresponding main body or accessory is not returned as required.

**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 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 requested to exit DJI Care Refresh, and the request has been confirmed by DJI.

### **4. Return and Transfer DJI Care Refresh**

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