

From: DJI noreply.dji@dji.com  
Subject: DJI Care Refresh + Service Agreement  
Date: 10 October 2018 at 06:12  
To: mcq@magma.ca



## DJI Care Refresh + Service Agreement

Agreement No.:45590300E9E7C640

Thank you for choosing DJI Care Refresh +.

By purchasing DJI Care Refresh +, you acknowledge that you have read, understood, and agreed to this DJI Care Refresh + Service Agreement ("Service agreement"). With DJI Care Refresh +, you will receive a prioritized replacement service for your product damage caused by an operator error or accident, and your product's warranty period will be extended.

Details of the Replacement Service and Extended Warranty Service are described below.

<b>Name</b>	Phantom 4 Pro
<b>Phone</b>	613.241.1833
<b>Email</b>	<a href="mailto:mcq@magma.ca">mcq@magma.ca</a>
<b>Aircraft Type</b>	Phantom 4 Pro series
<b>Aircraft S/N</b>	0AX2F4S0020062
<b>Extended Warranty's End Date</b>	2019/10/15
<b>Replacement Service's Coverage Period</b>	2018/10/16-2019/10/15
<b>Time</b>	1
<b>Inquiry</b>	<a href="https://repair.dji.com/en/djicare/coverage">https://repair.dji.com/en/djicare/coverage</a>

Before purchasing, please read DJI's Privacy Policy(<https://www.dji.com/policy>) and Online Repair Terms and Conditions. By purchasing DJI Care Refresh +, you acknowledge that you have read, understood, and agreed to the said Privacy Policy and Online Repair Terms and Conditions, you authorize DJI to store, use, and process your contact information, including name, email address, address, phone number, fax number, and ID (if applicable). You agree and understand that it is necessary for DJI to collect, process and use your data to perform the service under this policy.

### I.Replacement Service

The Replacement Service is created to give you peace of mind by SZ DJI Technology Co., Ltd. and/or its designated affiliated companies (hereinafter "we" or "DJI"). DJI agrees to provide replacement products for an additional fee based on the agreement if damage occurs accidentally under normal use to a covered aircraft, gimbal and camera within the coverage period.

#### 1.Coverage

For Mavic Series and Spark, the aircraft, gimbal, battery, and propellers can be replaced.

For the Phantom 4 Pro Series, Phantom 4 Advanced, and Phantom 3 SE, the aircraft, gimbal, and

propellers can be replaced.

For the Inspire 2, the aircraft and propellers can be replaced.

For Zenmuse series, the gimbal and camera can be replaced.

Details are listed below:

1) Damage to aircraft, gimbal or camera due to dropping, compression, or crashing caused by operator error or accident, will be covered by the replacement service provided that the product is sent to DJI for replacement within the coverage period.

2) If you choose to apply for a replacement service under DJI Care Refresh +, your original aircraft needs to be returned to DJI, and a replacement service fee will be charged. After replacement, the original product becomes DJI's property.

3) DJI Care Refresh + provides one chance to replace your products. If you claim for replacement of your product, DJI shall be considered to have fully executed the Replacement Service. Then DJI Care Refresh + Replacement Service will be terminated, but Extended Warranty Service is still valid within the warranty period.

4) USD 119 replacement fee is required when apply for the replacement service.

## 2. Exclusions

Replacement Service does not cover the following:

1) Lost or partially lost aircraft, gimbal or accessories.

2) Stolen or abandoned aircraft and accessories.

3) Damage caused by flight in unsuitable environments.

4) Remote controller, the battery of Inspire 2, Phantom 4 Pro Series and Phantom 4 Advanced, and Phantom 3 SE, and modification accessories.

5) Intentional damage.

6) Natural wear and shell damage that do not affect the performance of the product.

7) Direct or indirect losses caused by force majeure, war, military action, riot, coup, treason and/or terrorism activities, etc.

8) Replacement requests for damage incurred outside the coverage period.

9) Extra fees resulting from technical enhancements or performance improvements.

10) Damage resulting from modifications that are not in accordance with the manual's recommendations, or the use of incompatible batteries and charger.

11) Damage resulting from the use of non-DJI certified third-party accessories, batteries or software.

12) DJI Care Refresh + Replacement Service has been terminated as stipulated herein.

13) Any litigation, arbitration and/or any other legal fees relating to DJI Care Refresh +. ?

14) Replacement Service is requested in a region in which the product was not purchased from.

## 3. Replacement Process

1) If damage to your DJI product occurs, and you are within DJI Care Refresh +'s coverage, request "Online Repair Request" at <http://www.dji.com/service/repair>, or contact DJI Support at <http://www.dji.com/support>. TEL and ONLINE SUPPORT are preferred.

2) Send in your product (including the aircraft, gimbal, propellers or battery) to a DJI designated service center after Online Repair Request is applied. Details about sending in parts are shown below:

a. If you purchase DJI Care Refresh + for Inspire 2 separately, send in the aircraft and propellers.

b.If you purchase DJI Care Refresh + for Zenmuse X4S/ Zenmuse X5S/ Zenmuse X7, send in Zenmuse X4S, Zenmuse X5S or Zenmuse X7 gimbal and camera (including lens).

c.If you purchase DJI Care Refresh + for Phantom 4 Pro Series, Phantom 4 Advanced and Phantom 3 SE, send in the aircraft, gimbal, camera, and propellers.

d.If you purchase DJI Care Refresh + for Mavic Series and Spark, send in the aircraft, gimbal, camera, and propellers. To shorten logistics time, please do not send back the battery if it works well.

e.If you do not send the required part(s), DJI may require you to send it (them) again or decline your replacement request.

3)Do not return the remote controller. You will be required to undertake any fees incurred from returning the remote controller.

4)DJI Care Refresh + provides up to one replacements for your drone. For each replacement service, DJI Care Refresh + for the Mavic series and Spark covers only one battery replacement. Please do not send additional batteries or accessories. Otherwise, the customer will be responsible for any related shipping and handling fees.

5)If damage to your aircraft occurs, and DJI determines that such damages are within DJI Care Refresh +'s coverage, you will receive a quotation for the repair fees. You can choose to pay for repair or replace your aircraft. For replacement services, an additional replacement fee will be charged. After the payment is confirmed, DJI will send the replacement product to you. **This could be the problem issue.....**

#### 4.Replacement Fee

Replacement Fee: You may pay to purchase DJI Care Refresh + service to be eligible for consequent replacement service, and within the coverage period, you would need to pay a comparatively small sum of money to enjoy the replacement service.

**\$119 USD See Item 5 above**

Shipping Fee and Customs: Shipping fees occur in the region where you purchased DJI Care Refresh + will be covered by DJI. If you are in a place which is not covered by DJI Care Refresh + service, you will have to pay the shipping fee and tax, if any, arise from using the DJI Care Refresh + cross-region.

Except the above fees, there are no hidden charges for the replacement service.

#### 5.Personal Information

1)When using the Replacement Service and sending your product back, ensure the SD card is not sent back to DJI. DJI shall not be responsible for any damage or loss to the data or personal information stored or saved in your product.

2)You agree to allow DJI to delete any recorded data from the product you sent back.

## II.Extended Warranty Service

DJI commits that free repair service will be provided if your product has a manufacturing defect within the coverage period.

### 1.Coverage

★ Repair fees and labor costs will be covered by DJI based on this Service Agreement for the product that has a manufacturing defect within the coverage period.

1)If your product suffers performance failures due to product quality problems during normal use and is sent to DJI within the coverage period for repairs, repair fees will be covered by DJI. ★

2)Extended Warranty Service's coverage period starts from the day when the original warranty period expires and ends when DJI Care Refresh +'s Replacement Service expires.

3)You will pay the repair fees resulting from any damage uncovered by DJI Care

Refresh + service or other related services you've purchased.

## 2.Exclusions

- 1)Damage not resulting from quality issues.
- 2)Damage caused by abnormal use.
- 3)Damage caused by unauthorized actions, such as modification or dismantling.
- 4)Damage caused by installation, usage, and operation not in accordance with the manual's recommendations.
- 5)Damage to accessories caused by unauthorized repair carried out by the user.
- 6)Damage resulting from unauthorized circuit restructuring, or incompatibility of batteries and charger.
- 7)Damage caused by operations which did not follow instruction manual recommendations.
- 8)Damage resulting from the use of non-DJI certified third-party accessories, batteries or software.
- 9)Damage resulting from using a defective battery.
- 10)Stolen, forgotten, lost, or abandoned aircraft and accessories.
- 11)Repair fees for components other than aircraft's main controller, gimbal and camera, vision positioning system, and propulsion system (excluding propellers).
- 12)Natural wear or damages on component surface, shell or rack that did not influence performance of product.
- 13)Direct or indirect losses caused by force majeure, war, military action, riot, coup, treason and/or terrorism activities, etc.
- 14)Repair requests for damage incurred outside the coverage period, or product is not sent within 7 calendar days after warranty repair service is required.
- 15)Indirect loss and/or anticipated profit in any form.
- 16)Extra fees resulting from technical enhancements or performance improvements.
- 17)Personal injury and/or property loss to the customer or any other people caused by the aircraft.
- 18)Any litigation, arbitration and/or any other legal fees relating to Extended Warranty Service.
- 19)Any repair fees resulting from or following water damage.
- 20)Fees generated in repair service will not be refunded before DJI Care Refresh +'s Extended Warranty Service takes effect.
- 21)Replacement Service is requested in the region in which the product was not purchased from.

## 3.Covered Parts and Components

Mavic Series, Spark, Phantom 4 Pro Series, Phantom 4 Advanced, and Phantom 3 SE: Main Controller, Gimbal and Camera, Vision Positioning System, and Propulsion System (Excluding Propellers)

~~Inspire 2: Main Controller, Vision Positioning System, and Propulsion System (Excluding Propellers)~~

~~Zenmuse X4S, Zenmuse X5S, and Zenmuse X7: Gimbal and Camera (Including Lens)~~

## 4.Repair Process

- 1)If damage to your DJI product occurs and you are within DJI Care Refresh +'s coverage, request Online Repair Request at <https://www.dji.com/service/repair>.

2)Send in your product (including the aircraft, gimbal, propellers or battery) to a DJI designated service center after Online Repair Request is applied for.

3)Please do not return the remote controller. Otherwise, you will be required to undertake any fees incurred from returning the remote controller.

4)When DJI confirms that the aircraft damage is within the DJI Care Refresh +'s coverage, you will receive a quotation for the repair fees. If such damage is eligible for extended warranty service DJI Care Refresh +, repair fees will be covered by DJI. Otherwise, you may pay to have the damaged product repaired or replacement service may be requested.

5)If you have any questions, contact DJI Support.

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