

Thank you for choosing DJI Care. By purchasing DJI Care, you acknowledge that you have read, understood and agreed to these terms. To provide you with a better user experience and worry-free flight, we are pleased to launch the DJI Care Protection Plan, a service plan that provides you with peace of mind, covering damage to DJI aircraft, gimbal or cameras sustained during normal use.

## **I. Coverage**

During DJI Care's period of validity, if damage occurs accidentally under normal use, the repair fees and related costs incurred will be undertaken by DJI according to this agreement, as follows: For damage to aircraft, gimbal or camera due to dropping, squeezing or crashing caused by operator error or other accidents, DJI will offer free repairs if the equipment is sent to us within the period of validity.

## **II. Exclusions**

This plan does not cover:

- 1) Lost or partially lost aircraft and accessories.
- 2) Stolen or abandoned aircraft and accessories.
- 3) Damage caused by flight under unsuitable flight conditions.
- 4) Any repair fees resulting from or following water damage.
- 5) Repair fees for battery, propellers, remote controller or other accessories.
- 6) Deliberate losses.
- 7) Abrasions and shell damage that do not affect the performance of the aircraft.
- 8) Direct or indirect losses caused by force majeure.
- 9) Repair requests for damage incurred outside the period of validity.
- 10) Indirect loss and/or anticipated profit in any form.
- 11) Extra fees resulting from technical enhancements or performance improvements.
- 12) Personal injury and/or property loss to the customer or any other people caused by the aircraft.
- 13) Any legal fees related to DJI Care's warranty coverage.

## **III. Coverage Amount**

The coverage amount is the retail price of the equipment at time of purchased (not the promotion price, and the price of extra accessories is not included). If the retail price differs from the coverage amount shown on the DJI Care product page, the coverage amount shown on the DJI Care product page at time of purchase, namely the coverage

amount noted in the Service Agreement sent to you, shall prevail. There are two kinds of DJI Care service plans.

For the 6-month plan, if your aircraft is completely damaged or presumed to be completely damaged and needs to be exchanged with a new one, the coverage amount left in your DJI Care plan can be used for the exchange in the first 5 months during the period of validity. However, if your aircraft is completely damaged or presumed to be completely damaged and needs to be exchanged with a new one 30 days before the period of validity expires, you will be compensated at either the coverage amount left or 80% of the purchase price of the aircraft, whichever is lower. Complete damage is defined as over 80% of aircraft parts damaged.

For the 1-year plan, if your aircraft is completely damaged or presumed to be completely damaged and needs to be exchanged with a new one, the coverage amount left in your DJI Care plan can be used for the exchange in the first 10 months during the period of validity. However, if your aircraft is completely damaged or presumed to be completely damaged and needs to be exchanged with a new one 60 days before the period of validity expires, you will be compensated at either the coverage amount left or 60% of the purchase price of the aircraft, whichever is lower.

Complete damage is defined as over 80% of aircraft parts damaged.

Under no circumstances will repair fees undertaken by DJI exceed the coverage amount mentioned above. If repair fees exceed the coverage amount, an excess shall be paid by the customer. When repair fees have reached the coverage amount mentioned above, DJI shall be considered to have fully implemented the obligations under the DJI Care Service Agreement and this DJI Care Agreement is thus concluded.

#### **IV. Period of Validity of DJI Care**

There are two kinds of DJI Care service plans. One plan is valid for six months, the other is valid for one year.

If you buy DJI Care separately (i.e. after purchasing the aircraft), the period of validity begins from the date of purchase.

If you buy DJI Care with a new aircraft, the period of validity begins two days after the aircraft is shipped. Please refer to the period of validity noted on your DJI Care Service Agreement for details.

## **V. Repair Process**

1. When damage to your DJI aircraft occurs and you are within DJI Care's coverage, please contact DJI Support via [www.dji.com/support](http://www.dji.com/support), TEL and ONLINE SUPPORT are preferred.
2. Send the damaged DJI aircraft to a DJI designated repair center under the instruction of DJI technical support staff.
3. If damage to your DJI aircraft occurs, contact DJI first to fill a report for higher quality support.

## **VI. Termination of DJI Care**

DJI Care will be terminated under any one of the following conditions:

1. The service has expired;
2. Your DJI aircraft is not repaired by DJI designated repair centers;
3. The coverage amount of the DJI Care for your aircraft has run out;
4. If the customer is found to have broken a DJI Care covered aircraft on purpose, the service will be terminated automatically and DJI will not refund. If the customer is trying to create an accident for illegal profits, DJI reserves the right to take legal action against the customer.

## **VII. Postage**

There are no hidden fees when using DJI Care. After your purchase of the service, the cost of two-way postage for customers within DJI Care service areas will be covered by DJI. In other areas, these costs and any associated customer's duties are at the customer's expense. In all areas the custom fees are at the customer's expense

## **VIII. Return and Transfer of DJI Care**

1. DJI Care can be cancelled upon return of the aircraft purchased, according to DJI refund policies;
2. DJI Care cannot be cancelled without returning the aircraft purchased;
3. DJI Care cannot be transferred after purchase.